

ABC 2019 Speakers



Monday Breakfast Speaker: Dennis King

Monday, June 17, 2019

7:30 am – 8:30 am

At birth, Dennis “Denny” King was given two gifts that he treasures more than anything in the world. First, he is blessed to come from a lengthy line of talented storytellers. Secondly, he was fortunate to have been born in the beautiful town of Georgetown, PEI, a town full of unique characters and where a good sense of humour is a prerequisite for citizenship. It is a rare combination that would be like to winning the Lotto 6/49 and the Tag on the same ticket. It has allowed Denny to become an expert storyteller who unabashedly celebrates the personalities and quirks of the people who surrounded him as a child. Denny’s stories are told with a love and respect for the town where he grew up, and with an understanding that can only come from having been an intimate part of it all. Book Denny as a storyteller for your next event to give delegates an authentic Island experience. An evening of storytelling, talking politics, religion, liquor and language. Maybe even a local impression or two. Add a dash of live music and you’ve got one hell of a kitchen party. When he isn’t telling stories, Denny owns and operates a communications consulting firm in Charlottetown, PEI and serves as the play by play broadcaster for the University of Prince Edward Island Panthers hockey team.



Business Session #1: Alan Beaulieu

Monday June 17, 2019

8:40 am – 9:50 am

One of the country’s most informed economists, Dr. Alan Beaulieu is President and a principal of ITR Economics. Since 1990, he has consulted across North America, Europe, and Asia, optimizing companies’ forecasts and planning to increase profits through his mastery of business-cycle trend analysis. Alan also serves as Senior Economic Advisor to numerous US and international trade associations. Alan has coauthored, with Brian Beaulieu, the books “Make Your Move,” “Prosperity in the Age of Decline,” and “But I Want It!” He has also penned numerous articles and makes up to 90 appearances a year. Alan’s keynotes and seminars have helped thousands of business owners and executives capitalize on emerging trends. Alan last spoke to CIPH members at ABC 2013.



Business Session #2: Michel Falcon
Monday June 17, 2019
10:20 am – 11:30 am

Michel Falcon is an entrepreneur, advisor and international keynote speaker who leverages customer experience and employee engagement strategies to grow businesses. Michel's career began in 2007 working as a call center agent for 1-800-GOT-JUNK?, a \$100+ million dollar/year company based in Vancouver, Canada. It was on the phone lines that he discovered his passion for customer experience management and employee engagement. He saw firsthand how a great company culture can have an impact on the businesses' success. During his time at 1-800-GOT-JUNK? he was promoted four times in just five years eventually working on the Operations Management team within the company.

He has been hired by multi-million and billion dollar companies across dozens of industries to improve their customer experience and employee engagement and traveled throughout countries like Canada, USA, Israel, Austria, Australia, Nigeria, Germany. Michel has worked with and spoken to companies like McDonalds, Verizon Wireless, BlueCross BlueShield, Alfa Romeo, Lexus and many others.

Being a millennial, Michel is heavily recruited to speak at events because he represents the changing demographic of customers and employees.



Breakfast Speaker: Heather Moyse (Olympian)
Tuesday, June 18, 2019
8:00 am - 9:15 am

Heather Moyse is a multi-sport athlete who has represented Canada internationally in bobsleigh, rugby and cycling. At Sochi 2014, Moyse won her second straight Olympic bobsleigh gold medal with pilot Kaillie Humphries, coming from behind in the final heat to become the first women's bobsleigh team to successfully defend an Olympic title. At Vancouver 2010 they had been the first Canadian women to win Olympic bobsleigh gold, finishing first in each of the four heats while breaking the start record twice and the track record three times. That was Moyse's second Olympic appearance after finishing fourth with Helen Upperton at Turin 2006, less than six months after she had been recruited to bobsleigh. After both the 2006 and 2010 Winter Games, Moyse switched up her training to build her endurance. She went from needing six seconds of pure speed and power to push a bobsled to 80 minutes of running in rugby. Moyse went on to be the leading scorer of the 2006 Women's Rugby World Cup. At the 2010 Women's Rugby World Cup she tied for most tries scored in the tournament. But she also broke her right ankle in Canada's final game of the tournament. As part of her rehab, Moyse began cycling and ended up earning a place on the Canadian team for the Pan American Track Cycling Championships in March 2012. In November 2012, she underwent surgery to repair a torn labrum in her right hip. Despite not having played rugby since the 2010 World Cup, she was named to the Canadian team for the 2013 Rugby World Cup Sevens and won a silver medal. Moyse left bobsleigh behind after Sochi 2014, undergoing another hip surgery. But she was enticed back in the fall of 2017 by an email from pilot Alysia Rissling. She got back into training and re-joined the World Cup team in December. In January 2018, she pushed Rissling to a fourth-place finish in St. Moritz. The duo finished sixth at Pyeong Chang 2018.



Keynote Speaker: Dr. Nick Bontis, Ph.D

Tuesday, June 18, 2019

10:45 am – 12:15 pm

Award-winning business professor, McMaster University
Director, Institute for Intellectual Capital Research
3M National Teaching Fellow

KEYNOTE PRESENTATION: Working smarter, not harder – transforming your business performance in the disruptive digital era

Ranked among the Top 30 management gurus world-wide, Dr. Nick Bontis is recognized by the former Editor of *Harvard Business Review* and *Fortune Magazine* as "a pioneer and one of the world's real experts in intellectual capital." *Maclean's Magazine* has rated him as one of "McMaster University's most popular business professors for six years in a row!" He is also a 3M National Teaching Fellow, an exclusive honour only bestowed upon the top university professors in the country!

Disruptive digital technologies are the single most damaging threat to performance. But, it doesn't have to be this way. Why not transform this threat into a sustainable competitive advantage for you and your business? During this enlightening and action-packed keynote presentation you will learn how to:

- cope with information bombardment
- improve your ability to manage change
- lift productivity and efficiency
- speed up innovation through collaboration
- achieve industry leading customer service
- determine what leadership action you can take tomorrow