

PROGRAM & REGISTRATION PACKAGE
PROFESSIONAL ORGANIZERS IN CANADA
2019 NATIONAL CONFERENCE – TORONTO, ON

9:30 am – 10:45 am

Breakout Sessions D

D1 – Are YOU Doing the Right Thing?

**Please note this session is information-only. If you have a question pertaining to the POC Ethics Policy & Procedure or POC Code of Ethics, please submit it in advance to ethics@organizersincanada.com*

Presenter: Mylène Houle Morency

Moderator: Stephanie Deakin

Website: <https://www.organizersincanada.com/about/code-of-ethics.html>

Audience: All Audiences

“All things being equal people will do business with, and refer business to, those people they know, like, and trust.” ~ Bob Burg

If you're anything like many of us, after taking that introductory ethics course to be listed on the directory when you first joined POC, you haven't felt the need to dive back into the subject.

We get it - at first glance ethics might not be the sexiest topic! However, when you join us during this breakout session, you'll see how being proactive and intentional regarding ethics will lead to a more reputable and sustainable business, strengthen your relationship with fellow organizers, all while making the professional organizing industry shine!

This presentation will give you a first-hand opportunity to learn what the Ethics Standing Committee is working on and why it matters to you. Usually when ethics complaints are received, it's because the member wasn't even aware that they were doing something wrong. Don't let that be you! Come and learn how you can adopt a preventive approach to ethics, discover tools to integrate into your best practices, and understand how the Code of Ethics is evolving. Then you'll know you're doing the right thing!

At the end of this session, attendees will be able to:

1. Utilize tools empowering you to prevent ethics breaches.
2. Develop tools to foster reflection allowing you to better serve clients, and better interact with fellow organizers and other individuals you do business with.
3. Understand the POC Code of Ethics and how it is evolving.

Mylène Houle Morency became a professional organizer in 2013. She is a Silver Leaf member, has been serving on the Ethics Committee since 2018 and is also Vice-Chair of the Montreal Chapter. As the owner of FLO Organisation, she offers organizing services primarily to families looking for solutions to free up more time and space while juggling busy schedules. Prior to jumping into the professional organizing world, her bachelor's degree in Commerce specialized in Logistics led her to work in the corporate world where she acquired daily experience in ethics, managing suppliers and leading teams of unionized and non-unionized employees, most recently in Paratransit. Despite a very French name that gives a significant pronunciation challenge to most English speakers, Mylène is perfectly bilingual and lives on the South Shore of Montréal.

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Stephanie Deakin became an organizer in 2004, when a friend suggested it would be a perfect fit for her. She is the owner of Re:Organized! and Clutter Queen Services, and has been a POC member since 2005. She has served on POC's board of directors since 2012, and on her chapter board since 2005. She is a Gold Leaf member, and a recipient of the Ambassador Award. Stephanie served on the Ethics Committee, the Awards Committee, and the Governance Review Task Force tasked with rewriting POC's ethics policies. She is currently deeply committed to reducing the size of POC's policies and procedures manual! In previous lives, Stephanie has worked as a personal assistant to an author and psychologist, a bookkeeper, assistant manager of a bookstore, and devised storage and operation systems for children with special needs. She lives in beautiful Sooke, BC, with her new(ish) husband, Chris.

D2 – 15 Productivity Tools You Absolutely Need as an Entrepreneur

Presenter: Stéphanie Galipeau
Website: www.harmonieop.com
Audience: All Audiences

Are you overwhelmed with all the tasks that needs to be done in your business? You just started your business and want to use tools that will help you be more organize right from the start? Or you have been doing this for ages and want to catch up with new technologies but don't know where to start? This session will help you even if you are new or have been a business owner for many years. Stéphanie Galipeau, an organizer and productivity specialist will show you 15 magic tools or apps that will help you save time and be more productive. While most of them have a free version, you will be able to integrate those tools in your day-to-day work sessions without spending much. Stéphanie has tested them all and will share the best apps you can find for different tasks in your work. From CRM to decluttering your inbox to going paperless or even programming your social media posts, you will find all sorts of numeric tools in order to increase your efficiency. You won't want to miss that!

At the end of this session, attendees will be able to:

1. Identify new and advanced technologies.
2. Save time and be more productive.
3. Have less paper in your workday.

Stéphanie Galipeau has worked as a manager for over 10 years before launching her business, H.O.P. (Harmonie organisation personnalisée), in 2015. As a certified Evernote consultant, she helps entrepreneurs become more efficient by implementing productivity and time management tools. She also organizes their office spaces to simplify their lives. She is now the POC Montreal chapter chair. Winner of OseEntreprendre contest in 2016, Stéphanie stands out by her great determination and know-how. She is also a co-founder of the YouTube channel, "SOS Rangement", along with Elizabeth Alescio, which has reached close to 50,000 views in less than 18 months.

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11:00 am – 12:15 pm

Breakout Sessions E

E1 – The 6 Pillars of Effective Time Management - Moving from Abstract Concepts to Tactical Strategies

Presenter: Cindy Sullivan

Website: <https://www.cbsullivanconsulting.com/>

Audience: All Audiences

The “6 Pillars” is a new approach to the broad and often abstract topic of Time Management. This course provides an overview of 6 key areas that support our ability to be efficient and productive (Goals & Direction, Time Awareness, Structure & Planning, Habits & Self-Management, Systems & Prompts, and Organization.) Each pillar has unique actions and skills that work together to support our time management efforts. Traditional time management techniques often focus in only a few areas and may overlook clues as to why, despite our best efforts, these systems don’t always work for us or our clients. In this session, we will discuss how a holistic look across ALL pillars helps diagnose the root causes of inefficiencies and helps us target both those areas needing improvement as well as areas of strength which can be leveraged. Attendees learn how to recognize the symptoms present when a pillar is weak and how to probe further and get to the heart of our clients’ challenges. We will also highlight tips, techniques and strategies that address each pillar. Attendees will learn to utilize the 6 pillars approach to incorporate productivity work with clients and better tailor your time management solutions.

At the end of this session, attendees will be able to:

1. Understand the 6 pillars and how each uniquely upholds our productivity.
2. Learn to recognize and explore the symptoms present when a Pillar is weak.
3. Identify which strategies and techniques address each Pillar.

Cindy Sullivan has provided consulting, coaching, training, and speaking in the area of Time Management & Productivity since 2004 - helping busy, motivated professionals “Organize the Time of Their Life.” Cindy, a Time Management Consultant and Certified Professional Organizer® is an active NAPO member, was the founding President of NAPO Nashville and currently serves on the Board of Directors as President Elect for the Institute for Challenging Disorganization (ICD). Her 6 Pillars of Effective Time Management assessment (launched in 2017) makes the theoretical topic of Time Management more tangible for clients and aids in identifying specific strategies for boosting productivity.

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E2 – How to Speak with Confidence from the Library Meeting to the TEDx Stage

Presenter: Olive Wagar

Website: <http://www.organizedbyolive.com>

Audience: All Audiences

The fear of public speaking prevents too many people from discovering their unlimited potential. The good news is that effective public speaking and presentation skills can be learned! Olive will share strategies, techniques, and tips that will enable ordinary people to deliver extraordinary messages that touch hearts and change lives. This session will include interactive activities and sample programs that can be adapted for personal use. Olive will also share insights from her TEDx-Dayton experience. The session will also cover why speaking skills matter; where to start; how to develop; and how to share.

At the end of this session, attendees will be able to:

1. Bravely step into the speaking arena.
2. Effectively improve speaking skills.
3. Confidently showcase a unique message.

Olive Wagar is dedicated to helping overwhelmed people discover the less cluttered side of life! She started Organized by Olive in 2014 in Troy, Ohio, USA. She is a super star blogger with the Professional Organizers Blog Carnival. She is a member of NAPO Golden Circle, NAPO Virtual Chapter, and current president and past secretary for NAPO-Ohio. She has earned four NAPO specialist certificates. Olive delivered a TEDx-Dayton talk in 2017. She received the Distinguished Toastmaster Award from Toastmasters International in 2018, and she especially enjoys being Grammy!

1:30 pm – 2:45 pm

P2 – Plenary Session

P2 – If You're an Organizer, You Have Chronically Disorganized Clients: Tips and Techniques for Working with People with ADHD, Mental Health Issues, and Disabilities

Presenters: Gayle Gruenberg, Alison Lush, Carrie Cooper

Websites: <https://www.lgorganized.com/>, www.alisonlush.ca, www.OrganizeADifference.com

Audience: All Audiences

If you're a professional organizer, chances are excellent that you will at some point work with clients who are chronically disorganized. They may have a brain-based challenge, like ADHD, a mental health issue, like bipolar disorder, or a disability, like a traumatic brain injury or autism. This panel discussion will present client challenge examples, concrete solutions used, and the results of those techniques.

At the end of this session, attendees will be able to:

1. Recognize what chronic disorganization is, identify the characteristics of a chronically disorganized client, and understand challenges s/he may be facing.
2. Develop unique and out-of-the-box organizing techniques when working with CD clients.
3. Identify ways to support clients in trusting their own resourcefulness and resilience.

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Gayle Gruenberg, a former CPA, created Let's Get Organized, LLC, in 2003. She is a Certified Professional Organizer in Chronic Disorganization, an active ICD subscriber, an organizer coach, a NAPO Golden Circle Member, and the founding and 3-term president of NAPO-Northern New Jersey. Gayle is a lifestyle strategist on *Change Your Attitude*, *Change Your Life's Conversations with Joan* on New York's AM970 *The Answer* and publishes an organizing article in the brand's monthly magazine. Gayle is the lucky single mom of two teens. She loves to read a good story by the pool and is learning how to Lindy Hop.

Alison Lush has been a professional organizer in Montreal, Quebec, Canada since 2010. She is the current president of the Institute for Challenging Disorganization (ICD), the first Certified Professional Organizer in Chronic Disorganization in Quebec and the sixth in Canada, and a Silver Leaf member of Professional Organizers of Canada. Alison has appeared numerous times as an organizing expert on the popular Quebec TV show, *Trucs et Cie*. Alison is bilingual, and serves her clients in French and English. Alison has developed an understanding that people have a relationship with things, and that by becoming more aware of it, are empowered to make better choices. When not organizing, Alison is married to her best friend for 30 years and is the mom of two amazing grown daughters. Alison became a beekeeper in 2017 and enjoys following the bees' progress in their hive on her balcony.

Carrie Cooper's passion is to use her organizing skills to not only transform spaces, but to transform lives. Since starting her NJ-based company, Organize a Difference, LLC, in 2013, Carrie has worked tirelessly to inspire her clients to simplify their lives and live more healthfully, and coaches them to embrace change with the phrase "little by little." Carrie brings very diverse life experiences to her organizing business. She holds a B.S. degree in Health Education, has worked with refugees while living in the Middle East, and has cared for her elderly father, who suffered from dementia/Alzheimer's for many years. Carrie is a certified professional life coach, a NAPO Golden Circle member, an active subscriber of the Institute for Challenging Disorganization, a trained organizer coach through The Coach Approach for Organizers, and a member of Faithful Organizers. In her "spare" time, Carrie is married, is Mom to six very bright and active young adults and loves to walk in the woods or read the Bible by the lake down the street from her home.