Our work environments are becoming more physically disconnected than ever before. The significance of making connections and maintaining strong human relationships has never been more important and the HR function in is the strategic position to ensure a positive workplace culture is sustained and strengthened.

As organizations grapple with the transformation of the physical workspace, workforces will continue to evolve to be more blended and diverse. Understanding the needs and expectations of employees is paramount to creating a positive work culture and a compelling experience. One where everyone feels valued, and a culture that is capable of building and retaining a workforce that can tackle the tough, interconnected challenges of the current climate.

These changing and sometimes challenging circumstances constantly require organizations to re-evaluate and benchmark the way that they lead and manage employee experience.

Public Sector Network’s virtual Improving Employee Experience summit is a strategic event that will explore case studies on how organizations have implemented their EX strategies. It will bring together a cross-section of employees sharing their workplace experiences, celebrating what’s great, as well as ideas for making the public sector an even better place to work.

**WHO SHOULD ATTEND**

Directors, General Managers, Heads of Department, Senior Managers, Managers, Advisors and other professionals responsible for:

- **HR**
- **People & Culture**
- **Talent Management**
- **Recruitment**
- **Employee Experience**
- **Learning & Development**
- **Diversity & Inclusion**
- **Workplace Analytics**

**AGENDA**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Details</th>
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</thead>
<tbody>
<tr>
<td>9.00am PT</td>
<td>Welcome from PSN</td>
</tr>
<tr>
<td>9.05am PT</td>
<td>Government Keynote: Driving Innovation &amp; Agility in Today’s Workplace by Karen Notaro, Head of Engagement Champions Network, Ministry of Justice (UK)</td>
</tr>
<tr>
<td>10.05am PT</td>
<td>Panel Discussion: Building a culture of empowerment, action, and innovation by Sonia Côté, Director General, Leadership and Learning Directorate, Canada Revenue Agency</td>
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<tr>
<td>10.45am PT</td>
<td>Partner Session: The role of data &amp; analytics - ways to design measure &amp; evaluate EX bysonia Côté, Director General, Learning &amp; Development, Canada Revenue Agency</td>
</tr>
<tr>
<td>11.05am PT</td>
<td>International Case Study: Building and embedding engagement at the Ministry of Justice by Karen Notaro, Head of Engagement Champions Network, Ministry of Justice (UK)</td>
</tr>
<tr>
<td>11.35am PT</td>
<td>Closing Remarks from the Chair</td>
</tr>
</tbody>
</table>

**SPEAKERS**

- **KAREN NOTARO**
  - Head of Engagement Champions Network
  - Ministry of Justice (UK)

- **SONIA CÔTÉ**
  - Director General, Leadership and Learning Directorate
  - Canada Revenue Agency

- **KIRAN HANSPAL**
  - Assistant Deputy Minister, Human Resources Branch
  - Public Services and Procurement Canada

- **TALENE PALVETZIAN**
  - Manager Strategic Employment Programs
  - Ontario Public Service

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