

# 2023 Virtual Conference for Administrative Personnel



## AGENDA

### DAY 1 – Tuesday, November 7

12:45 to 1:00	DJ MAD	
1:00 to 1:10	Opening Remarks	<b>Frédéric Laverdière-Pagé</b> , Vice-President, Sales and Business Development
1:10 to 1:45	Processes Proven to Improve Efficiency	<b>Alexis Roy</b> , Practice Management and Training Specialist and <b>Cindy Helpin</b> , Special Compliance Project Leader
1:45 to 2:20 <b>Breakout Session of your choice</b>	Let's Keep Talking!	<b>Marc Laliberté</b> , Senior Operations Specialist
	Let's Take It to the Next Level	<b>Marie-Christine Pagé</b> , Regional Vice-President, Sales – Quebec and Atlantic and <b>Johanne Pagé</b> , Practice Management and Training Specialist
2:20 to 2:35	Break with DJ MAD	
2:35 to 3:20	The Role of an Assistant in Protecting the Clients	<b>Cindy Helpin</b> , Special Compliance Project Leader and <b>Diane Borges</b> , Business Efficiency Advisor
3:20 to 3:30	Closing Remarks	<b>Vanessa Johnson</b> , Manager, Practice Management and Training

### DAY 2 – Wednesday, November 8

12:45 to 1:00	DJ MAD	
1:00 to 1:10	Opening Remarks	<b>Vanessa Johnson</b> , Manager, Practice Management and Training
1:10 to 1:45	Prevention Is Better Than Being Hacked	<b>Martin Boutin</b> , Account Manager – Strategic Accounts and <b>Nicolas Côté</b> , Cybersecurity Expert from Solulan
1:45 to 2:05	Feedback Is a Gift	<b>Daphné Rosa</b> , Mental Health Ambassador and Learning and Development Consultant
2:05 to 2:20	Break with DJ MAD	
2:20 to 2:55	Principles of Flawless Client Service	<b>Alexis Roy</b> , Practice Management and Training Specialist and <b>Stéphane Simard</b> , Advisor Services Coordinator
2:55 to 3:20	Netiquette and Best Practices Online	<b>Shauna Housen</b> and <b>Victoria MacDonald</b> , Practice Management and Training Specialists
3:20 to 3:30	Closing Remarks	<b>Vanessa Johnson</b> , Manager, Practice Management and Training