

## Past Events in 2001

(In Reverse Chronological Order)

[Academy of Business Administration 2001 Global Trends Conference](#): December 18 - 23, 2001, Aruba.

[Public Sector Innovation](#): November 21 - 22, 2001, Singapore

["Managing Intellectual Capital" & Innovation Forum](#): Montreal, November 20-23, 2001

[International Anti-Corruption Conference](#): Prague, October 10, 2001

[Annual Conference of the European Group of Public Administration](#): September 5-8, 2001 in Vaasa, Finland

[Call for Applications. Summer Workshop on International Organization Studies](#): August 5-18 2001; Africa

[Military Innovation Course Announcement](#): July 23-27, 2001

[Annual Conference of the International Institute of Administrative Sciences](#): July 9 -13, 2001 in Athens, Greece

[3rd InterAmerican Conference on Quality Management](#): July 5-7, Porto Alegre, Brazil, the language of the conference is Spanish

["Innovation Convergence 2001"](#): June 3-5, 2001, Disney Institute, Orlando, Florida

[Unlocking the World of Innovation](#): April 12, May 24 and June 12 2001; Ottawa Canada

[Implementing New Pathways to Innovation](#): May 20-23, 2001 Boca Raton, Florida

[The Vital Role Played By Universities In Innovation](#): May 8, 2001; Toronto

[Government on the Net 01](#), «Government Online and on the Front Line»/[Le gouvernement sur l'Internet 01](#), «Le gouvernement en ligne et en première ligne»: April 23-25, 2001; Hull Quebec

[Call for Manuscripts on Rethinking Management](#): Deadline: 15 April, 2001 (reseat of papers)

[International Conference on Managing Knowledge: Conversation and Critiques](#):

April 10-11, 2001; Great Britain

Canadian Centre for Management Development Schedule of Events on Innovation: [On the Frontier of Innovation - The Canadian Space Agency](#): Monday, March 12, 2001 Ottawa Canada

Innovation and Science in the 21st Century (topic to be determined), March 22, 2001 Ottawa Canada

[Quality, Equality & Inequality](#): February 23 and 24, 2001

Canadian Centre for Management Development Schedule of Events on Innovation: [How about a Seed Fund for Learning and Innovation](#): February 22nd , 2001 Ottawa Canada

[Innovative Individuals and Organizations in the Public Sector](#): February 21<sup>st</sup>; University of Victoria hosts this special presentation

[International Seminar on the Policy of Sustainable Mobility](#): January 29-30, 2001

France

[Lunch & Workshop with Anita M. Burke](#):Friday, January 19th, 2001; Calgary, Alberta, Canada

[Setting E-Commerce Aside: A Conference Review](#)

By David Silver, University of Maryland

[2nd World Congress on the Management of Electronic Commerce](#): January 17-19, 2001, in Hamilton, Ontario, Canada.

[Second Global Forum on Fighting Corruption and Safeguarding Integrity Amongst Justice and Security Officials](#): The Hague, 2001

**CALLS FOR PAPER PRESENTATIONS**

**ACADEMY OF BUSINESS ADMINISTRATION  
2001 GLOBAL TRENDS CONFERENCE**

**DECEMBER 18 - 23, 2001  
ARUBA**

The Track entitled "Public Administration: Race, Culture, Gender and Ethnicity" is seeking paper presentations on topics covering aspects (broadly defined) of Race, Culture, Gender, and Ethnicity and Public Administration. Papers should not exceed 14-15 pages. The Final paper must be received by the Track Chair by November 15 , 2001. PAPER PROPOSALS must be submitted by August 31, 2001.

The Conference Early Bird registration Fee due by October 1, 2001 is US\$298.00. After this date, the fee is US\$348.00. Companion Registration Fee is US\$148.00. All registration fees include some meals and receptions. The hotel room rate is \$130.00 plus tax per night (single/double).

See the WEBSITE below for more conference details.

<http://www.lemoyne.edu/ABA/global.htm>

Papers are eligible for consideration of publication in the Conference Proceedings Book.

Upon receipt of your Paper Proposal Conference registration and room reservations forms will be sent to you.

For further information CONTACT:

Dr. Mitchell F. Rice, TRACK CHAIR  
Public Administration: Race, Culture, Gender, and Ethnicity  
ABA - 2001 (ARUBA)  
The Bush School of Government & Public Service  
Texas A&M University, MS 4249  
Race and Ethnic Studies Institute  
Room 513 Blocker Bldg  
College Station, Texas 77843-4249  
979-845-0966  
979-845-4269 (FAX)

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**Public Sector Innovation**

21-22 November 2001  
The Grand Hyatt, Singapore

*"Sporadic innovation by a few Singapore companies and the public sector is not enough. The innovative spirit must permeate our whole society"*

-Prime Minister Goh Chok Tong

**Igniting breakthrough innovation by creating strategic direction for the innovation process**

- Creating a customized mission and mandate statement for innovation and ensuring that it has been communicated to all levels in the organization
- Ensuring that key success factors and priorities have been determined and are linked to the organization's strategic direction
- Incorporating ambitious objectives necessary to achieve the innovative mission and clearly communicating this to all levels of the organization

**Demonstrating leadership throughout the innovation process- designing a leadership agenda for your top team to foster innovation**

- Ensuring that the senior management team demonstrates an ongoing commitment to innovation, through direct involvement in improvement initiatives
- Working together to reduce barriers between functions, promoting teamwork and open communications
- Creating a structure where responsibility, accountability and leadership for innovation are shared throughout the organization
- Planning a system where ideas and practices on innovation are shared with other public service organizations and sectors

**Development and content of the innovation plan**

- Deriving the innovation plan from the overall strategic direction of the organization
- Ensuring that key innovation issues have been identified, prioritized, measured and innovation goals set, including any actions regarding external partnering arrangements for the delivery of client services
- Communicating the innovation plan internally and externally, and monitoring and reviewing the process
- Conducting formal assessments, using criteria that reflect innovation principles to determine the organization's strengths and opportunities for innovation
- Ensuring continuous innovation by evaluating, refining and improving the planning and assessment process for each innovation

**Implementing collaborative partnerships to support innovation. Focusing on the Citizen - ensuring that the innovation delivers a distinctive service to citizens or internal clients**

- Identifying the group benefiting from the innovation- gathering information to analyze and determine their needs
- Putting in place methods and processes to allow clients to provide input on needs and issues
- Ensuring that the innovation provides a distinct service to the public
- Measuring the clients' satisfaction in response to the innovation

**Creating a participatory environment for the innovation process- Unleashing a wealth of innovative ideas**

- How do you ensure that employees at all levels understand the strategic direction and the innovation plan, and are committed to achieving its goal and purpose?

- Encouraging brainstorming teams as a means to gain suggestions and ideas from your staff
- Boosting confidence to encourage innovation- ensuring that these suggestions are appropriately rewarded/praised
- Identifying and removing the barriers that prevent employees from thinking out of the box
- Instilling a sense of camaraderie and team spirit to encourage brainstorming or innovation

### **Recruiting and retaining innovators- creating an environment that rewards ‘non-conformist thinkers’**

- Encouraging ‘out of the box’ thinking and setting unrealistic expectations to generate innovative ideas
- Developing high performance teams to drive innovative practice
- Creating strong reward programs for taking risks and fostering innovation
- Challenging activities that do not create value
- Structuring an environment that fosters *genuine* teamwork in today’s climate of negative internal competition

### **Turning an existing service into an innovative one**

#### **Sustaining innovation- Making creativity a daily practice**

In his book on ‘Sustaining Innovation: Creating Nonprofit and Government Organizations that Innovate Naturally’, Paul Light uncovers for broad characteristics that innovating organizations or governments require:

- Making a commitment to control your environment- rather than the other way around
- Establishing an internal structure that creates the freedom to imagine
- Instilling leadership that prepares the organization to innovate
- Incorporating management systems that serve the mission of the organization, not vice versa
- Allowing innovation to manifest itself in your organization

#### **Core management system and the innovation process**

- Identify problems that your core management systems and processes create for your company’s innovation system
- Designing alternative ways of managing core processes such as idea generation, communication and project management
- Solutions to allowing your organization to innovate more effectively, while still maintaining operational excellence

**Workshop A:** Integrating Innovation into the strategic planning process

**Workshop B:** Developing Public Sector Entrepreneurs- Creating an Enterprising Public Service

**Workshop C:** Measuring the success of your innovation strategy

## **CASE STUDIES**

Centrelink: Australia’s One-to-One Service Centre  
Lesley Tannahill, *National Manager, Strategic Services*  
CENTRELINK, AUSTRALIA

Ontario's Spectrum of Service Delivery Options  
Art Daniels, *Assistant Deputy Minister*  
ONTARIO PUBLIC SERVICE RESTRUCTURING SECRETARIAT, CANADA

The Citizen-Centred Service Network

The Human Services Portfolio  
Jim Davidson, Executive Director, Strategic Planning and Policy  
DEPARTMENT OF HUMAN SERVICES, AUSTRALIA

**Contact: Rachel Cheong. Telephone: 65 325 6322, email [rachel@iqpc.com.sg](mailto:rachel@iqpc.com.sg)**

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### **"Managing Intellectual Capital" & Innovation Forum**

**Montreal, November 20-23, 2001**

Hi Everyone,

MARK YOUR CALENDARS NOW - November 20-21, 2001. Don't miss out on the joint Innovation Management Association of Canada (IMAC) / Association de la recherche industrielle du Quebec (ADRIQ) Conference on "Managing Intellectual Capital" which will be held in Montreal, Quebec at the Wyndham Hotel.

PLEASE VISIT THE IMAC website (<http://www.imac-acgi.ca/events.html>) for detailed information on the event.

Also, the ADRIQ Innovation Forum will be held on November 22-23, 2001. Further information on the forum can be obtained by visiting the ADRIQ website (<http://www.adriq.com/forum/index.html>). If you have any questions on this event, please contact: Yves Bennett, Innovation Forum Coordinator by phone (514) 337-3001, ext. 23, or by e-mail at [ybennett@adriq.com](mailto:ybennett@adriq.com).

Regards,

Rosanne Zarka  
Project Officer  
Innovation Management Association of Canada  
1200 Montreal Road, Building M-55  
Ottawa, Ontario  
K1A 0R6  
Tel.: 613-998-5229  
Fax: 613-998-8768  
E-mail: [rosanne.zarka@nrc.ca](mailto:rosanne.zarka@nrc.ca)

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**International Anti-Corruption Conference  
Prague, October 10, 2001**

There will be participants from Canada, the US, Germany, Colombia, Moldova, and possibly Egypt, all of them presenting case studies on different aspects of the lack of integrity and bad governance.

For more information, contact:

Dr. Anke Martiny  
Bergham 9  
84104 Rudelzhausen  
Tel 49-8752-1000, Fax 49-8752-1013  
E\_MAIL: [amartiny@transparency.org](mailto:amartiny@transparency.org)

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**Annual Conference of the European Group of Public Administration**

September 5-8, 2001 in Vaasa, Finland  
<http://www.iiasiisa.be/egpa/agvaasa/agvaasa.htm>

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**Call for Applications. Summer Workshop on International Organization Studies**

**August 5-18 2001**

**Africa**

**Sponsor:** The Academic Council on the United Nations System (ACUNS), American Society of International Law (ASIL), Ford Foundation, John D. and Catherine T. MacArthur Foundation.

**Description:** The theme of this year's workshop is "Humanitarian Intervention and the Role of International Organizations". The purposes of this workshop are to encourage new directions in international organization research, establish and strengthen contacts amongst legal and international relations scholars and UN practitioners, and stimulate teaching and research in international organization studies. This workshop is designed for advanced graduate students, post-doctoral scholars, young international relations and law school faculty, lawyers and other practitioners. Those selected will be expected to submit a ten-page research draft by early May. Participants will also submit a brief abstract prior to the workshop and make an oral presentation during the two-week conference. Selected participants will receive travel stipends, room and board.

**Date:** August 5-18 2001

**Location:** Africa

**Contact:** ACUNS Dissertation Award Program, Yale University, Box 208206, New Haven, CT, USA 06520-8206, Tel: 203/432-6512, Fax: 203/432-5634, ([acuns@yale.edu](mailto:acuns@yale.edu))

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## **Annual Conference of the International Institute of Administrative Sciences**

**9 to 13 July 2001 in Athens, Greece**

<http://www.iiasiisa.be/ias/athens/aiaththm.htm>

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### **Military Innovation Course Announcement**

I would like to call to your attention a course on security issues and military innovation that we will be offering through the MIT Summer Professional Program. Its a week-long course (July 23-27, 2001) that involves most of our Security Studies Program faculty and that should attract knowledgeable officials, company executive, and officers from the United States and countries around the world.

We try to make the sessions interactive, exploring the issues thoroughly and informally with the participants. We are looking to test ideas, not repeat standard posture statements or strategy documents. There should be fewer slides than most participants are used to in their organizational lives. The course offers a time to think hard about the path of future conflicts and the road to significant military innovation.

Please contact my assistant, Brandi Sladek ([bsladek@mit.edu](mailto:bsladek@mit.edu)), with your mailing address if you'd like us to send you a brochure detailing the course, costs and enrollment procedures. If you can't make it, perhaps you can pass this announcement on to someone in your organization or elsewhere whom you think might be the right person to attend.

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### **3rd InterAmerican Conference on Quality Management**

**July 5-7, Porto Alegre, Brazil,  
the language of the conference is Spanish**

3ª CONVENCION IBEROAMERICANA DE GESTION DE CALIDAD FUNDACION  
IBEROAMERICANA PARA LA GESTION DE LA CALIDAD

[coms@fundibeq.org](mailto:coms@fundibeq.org)

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### **"Innovation Convergence 2001"**

**June 3-5, 2001, Disney Institute, Orlando, Florida**

Co-sponsored by the Innovation Network ([www.thinksmart.com](http://www.thinksmart.com)) and the American Society of Training and Development (ASTD).

Being held concurrently with ASTD's International Conference and Exhibition, which normally draws between 14,000-15,000 attendees.

Convergence 2001 is being held at a different venue and should draw about 300 participants, all "innovation champions" in their own right!

Although the full program and web site is not complete (it will be very soon), information is available at: [http://www.astd.org/astd2001/conf\\_w\\_conf/conver.html](http://www.astd.org/astd2001/conf_w_conf/conver.html)

### An "On-line Community for Innovation"

Individuals with interest in innovation, especially practitioners but also academics and consultants, are invited to participate, on a 30-day "free trial" basis, in an "on-line community for innovation" developed and facilitated by the Innovation Network. Simply go to IN's web site

([www.thinksmart.com](http://www.thinksmart.com)) and visit the "Innovation Leaders Community" description and "apply" for a membership log-in/password. Currently, we have about 130 members of our "Community of Practice in Innovation" from all over the world--mostly corporate stakeholders, but there are many public sector officials and representatives from the nonprofit sector as well. I would be happy to discuss this offer with anybody who might be interested, either on-line or by telephone.

For more information:

Alex Pattakos  
The Innovation Group Consulting, Inc.  
Toronto, Ontario Canada (416) 544-0995; Fax: (416) 485-3127  
Santa Fe, New Mexico USA (505) 820-0254  
Email: [alex@innovationguru.com](mailto:alex@innovationguru.com)  
Url: [www.innovationguru.com](http://www.innovationguru.com)

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### **Unlocking the World of Innovation**

Come and meet Canada's Innovators!

Join Dawn Nicholson-O'Brien, Senior Visiting Fellow, Knowledge Creation and Innovation at the Canadian Centre for Management Development, as she embarks on a journey of innovation.

[Canadian Biotechnology](#) - Investments that Challenge Governance and Ethics in Canada, April 12, 2001

[Partners in Innovation](#) - The RCMP Experience, May 24, 2001

[Canadian Innovation Performance](#) - A Global Perspective, June 12, 2001

Register Today!

More information available at [http://www.ccmd-ccg.gc.ca/events/thematic/unlocking\\_dna\\_e.html](http://www.ccmd-ccg.gc.ca/events/thematic/unlocking_dna_e.html)

**Canadian Biotechnology -**  
Investments that Challenge Governance and Ethics in Canada

Our knowledge and understanding in the area of biotechnology will need to keep pace with the rapid developments occurring globally to protect and advance the well-being of Canadians. With significant expertise in biotechnology, Canada is ensuring that key investments are made in health, science and technology, and economic trade. How Will these investments challenge our present policy frameworks, our values and ethics.

When: April 12, 2001

Where: Collaboration Lounge, CCMD, 65 Guigues Street, Ottawa

Time: 8:30 a.m. to 12:00 noon

Language: English (with simultaneous translation in french)

Cost: \$595 for all three sessions or \$225 per session

Capacity: 100 participants

Contact: Melanie Rebane (613) 995-0274, [melanier@ccmd-ccg.gc.ca](mailto:melanier@ccmd-ccg.gc.ca)

### **Partners in Innovation - The RCMP Experience**

In the networked economy, innovative partnerships are the key to success of any organization. Find out how the RCMP has formed partnerships to launch innovative ways to tackle crime and to support safe streets.

When: May 24, 2001

Where: Chateau Laurier, Drawing Room

Time: 8:30 a.m. to 12:00 noon

Language: English (with simultaneous translation in french)

Cost: \$595 for all three sessions or \$225 per session

Capacity: 100 participants

Contact: Melanie Rebane (613) 995-0274, [melanier@ccmd-ccg.gc.ca](mailto:melanier@ccmd-ccg.gc.ca)

### **Canadian Innovation Performance - A Global Perspective**

Canada must improve its innovations performance relative to that of other G7 countries, the Conference Board of Canada urges. In its 2nd Annual Innovation Report, called " Collaborating for Innovation", the Board says public servants forming partnerships with the private sector is key to success

When: June 12, 2001

Where: Location to be confirmed

Time: 8:30 a.m. to 12:00 noon

Language: English (with simultaneous translation in french)

Cost: \$595 for all three sessions or \$225 per session

Capacity: 100 participants

Contact: Melanie Rebane (613) 995-0274, [melanier@ccmd-ccg.gc.ca](mailto:melanier@ccmd-ccg.gc.ca)

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## **Implementing New Pathways to Innovation**

**The Industrial Research Institute's annual conference  
May 20-23, 2001 Boca Raton, Florida**

**Themes:**

1. Strategies for growing new businesses
2. Innovation in the war for sci/tech talent
3. How drivers affect outcomes

**Plus: CTO Forum on "Radical Innovation". May 19-20, 2001**

By invitation.

**Special Interest Sessions at the annual conference on:**

1. Technology and business integration
2. Knowledge management
3. Strategic positioning in R&D for business growth
4. Six sigma in R&D
5. Effective tools and techniques for the front end of innovation

IRI web site is [www.iriinc.org](http://www.iriinc.org)

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**The Vital Role Played By Universities In Innovation**

Tuesday, May 8, 2001  
7:30 a.m. - Registration and Breakfast  
8:00 a.m. - Program  
The National Club  
303 Bay Street, Toronto, Ontario  
Telephone: (416) 364-3247  
Location map.

ITAC Members: \$40 + GST  
Non Members: \$75 + GST  
GST Number: #R123983512

Contact: Caren Adno for additional details at (905) 602-8306 or send an e-mail to [cadno@itac.ca](mailto:cadno@itac.ca)

Register for the event on-line.

Dr. Robert Birgeneau  
President, University of Toronto

In celebration of Canada's IT Week (May 4-13, 2001), ITAC Ontario, in partnership the Office for Partnerships for Advanced Skills (OPAS), is pleased to invite you to attend a breakfast meeting

with Dr. Robert Birgeneau, President of the University of Toronto, who will be speaking on Innovation.

Dr. Birgeneau is an internationally recognized physicist who has received many honours and awards over the course of his career. Before assuming the presidency of the University of Toronto, he was Dean of Science at the world-renowned Massachusetts Institute of Technology (MIT).

He will be speaking about the vital role played by universities in innovation and the enterprise generated by innovation. In addition to current examples such as the MARS initiative, he will discuss current and possible future initiatives and their potential impact.

Dr. Birgeneau has witnessed the enormous impact of university research on both the Canadian and U.S. economies. Through his own work and his personal relationships with gifted scientists he has acquired first-hand knowledge of the direct pay-offs of university-based innovations. His observations are thought provoking and instructive.

Please take this opportunity to meet Bob Birgeneau and to hear his important message on innovation. Join us on May 8th.

Register for the event on-line.

Caren Adno  
ITAC Ontario  
2800 Skymark Avenue,  
Suite 402,  
Mississauga  
905-602-8306  
email: [cadno@itac.ca](mailto:cadno@itac.ca)  
web site: <http://www.itacontario.com>

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## **Government on the Net 01**

### **«Government Online and on the Front Line»**

The sixth annual Government on the Net (GovNet) conference will take place from April 23-25, 2001 at the Palais des Congrès in Hull.

Offered by a partnership of fourteen Government of Canada departments and Agencies, GovNet is a premier learning opportunity and a chance to draw from the best practices of world leaders in Internet technology and application.

Attended by over 700 IT decision makers, the GovNet program addresses three inter-related streams: social and policy directions in electronic information management and communications; Internet content development and information management, and impact assessment of innovative Web-based technologies.

GovNet 01 program and registration information can be found at :  
<http://www.nrc.ca/forum/govnet01>

## **Le gouvernement sur l'Internet 01**

### **«Le gouvernement en ligne et en première ligne»**

La sixième conférence annuelle « Le Gouvernement sur l'Internet » (GovNet) aura lieu du 23 au 25 avril 2001 au Palais des Congrès de Hull (Québec).

GovNet 01 sera de nouveau une excellente occasion d'apprentissage, dans le cadre d'un forum organisé pour les fonctionnaires canadiens. Ce sera l'occasion d'échanger des idées avec des conférenciers de haut niveau des secteurs public et privé sur des questions liées à l'Internet qui ont une influence sur la technologie au sein du gouvernement.

Dans l'ensemble, GovNet accueille plus de 700 professionnels en technologie de l'information. Le programme adresse trois volets inter-dépendants: l'un examinant les questions d'élaboration du contenu et de gestion de l'information, le deuxième traitant des principales orientations sociales et politiques dans la gestion de l'information et des communications électroniques, et le troisième évaluant l'impact des technologies innovatrices sur Internet.

Pour de plus amples informations sur le programme de GovNet 01 et l'inscription, veuillez consulter : <http://www.nrc.ca/forum/govnet01>

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## **Call for Manuscripts on Rethinking Management**

**Deadline: 15 April, 2001 (resat of papers)**

### **Education**

**-Sponsor:** St. Johns University and Suffolk University

**-Description:** Rethinking Management Education will be the initial volume in a new book series Research in Management Education and Development, edited by Charles Wankel and Robert DeFillippi for Information Age Publishing of Greenwich CT. 20-30 page chapters will illuminate the state of art of central topics in management education nested in innovative and forward-thinking perspectives. Examples of proposed chapter topics for Rethinking Management Education include but are not limited to the following: knowledge management and increasing the human capital of organizations new roles in management education; the role of technological innovations such as those based in Internet technologies and other new media, distance learning, the role of virtual learning communities, simulations and virtual reality applications, intelligent tutoring; international and intercultural perspectives on trends in management education; emotional and cognitive perspectives; service learning; corporate universities, emerging visions of management education; ethical and spiritual perspectives; consulting, internships and field experiences; faculty externships; assessment and accreditation of management education; comparative studies of curriculum development; film and fiction as learning media; and critical, postmodern approaches.

**-Deadline:** 15 April, 2001 (reseat of papers)

**-Contact:** Charles Wankel ([wankelc@stjohns.edu](mailto:wankelc@stjohns.edu)); Robert DiFillippi ([rdefilli@suffolk.edu](mailto:rdefilli@suffolk.edu))

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**International Conference on Managing Knowledge:  
Conversation and Critiques**

**April 10-11, 2001**

**Great Britain**

**-Sponsor:** University of Leicester Management Centre

**-Description:** The conference will provide an opportunity for critical and practice-based reflections on the management of knowledge. It aims to contribute to ongoing debates in key fields by providing empirical studies, theoretical analysis and practitioner perspectives.

**-Dates:** April 10-11, 2001

**-Location:** Great Britain

**-Contact:** Chris Carter, The International Conference on Managing Knowledge, University of Leicester Management Centre, University Rd, Leicester. LE1 7RH, ([cjgc1@le.ac.uk](mailto:cjgc1@le.ac.uk))

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**Canadian Centre for Management Development**

**Schedule of Events on Innovation**

**Monday, March 12, 2001:**

On the Frontier of Innovation - The Canadian Space Agency

Join Dr. Marc Garneau, Canada's most experienced astronaut, as he discusses the excitement of being at the cutting edge of new technology and innovation.

Mac Evans, President of the Canadian Space Agency  
Marc Garneau, the newly appointed CSA Executive Vice-President  
Dr. David Kendall, the CSA's Chief Scientist,

**Time:** 8:30 am to 12 noon

**Where:** Auditorium of the National Gallery of Canada, 380 Sussex Drive, Ottawa

**Language:** English and French

**Cost:** \$125 per person + GST (7%) = \$133.75 before 5:00 p.m. on March 6th  
\$145 per person + GST (7%) = \$155.15 at the door

**Capacity:** 400 participants

Open to all public servants and the general public

<http://www.ccmd-ccg.gc.ca/events/special/index.html>

**March 22, 2001:**

**Innovation and Science in the 21st Century** (topic to be determined)

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## **QUALITY, EQUALITY & INEQUALITY**

**CENTRE FOR CANADIAN STUDIES Birkbeck College, University of London THE  
LONDON CONFERENCE FOR CANADIAN STUDIES ABORIGINAL STUDIES CIRCLE**

Preliminary announcement of an interdisciplinary conference (Birkbeck Centre's 17th Annual) to be held on 23 rd & 24 th February, 2001

**VENUES:** Canada House, Trafalgar Square, London SW1, England and Birkbeck College, University of London, Malet St., London WC1, UK

*Provisional Programme  
(order may change within each day, except for Public Lecture)*

**23th, Feb., Friday, 10 am - 4.30 pm:** Canada House, Trafalgar Square, London SW1, England

"Multiculturalism or Transculturalism: Creating the Cosmopolitan Citizenship"

Professor Donald Cuccioletta  
Center for the Study of Canada,  
State University of New York, USA

"Issues of Intercultural Education in the Context of Multicultural Britain and Canada: A Comparative Perspective"

Professor Jagdish Gundara  
International Centre for Intercultural Studies,  
Institute of Education, University of London, UK

++ *GUEST SPEAKER* ++  
(Awaiting Confirmation)

### **Lunch**

"Threatening Inequality: The Struggle to Maintain Canada's National Health Care System."  
Professor Norbert Gilmore & Dr. Hanna Zowall

Centre for Medicine, Law & Ethics & Kellogg Centre,  
McGill University & Montreal General Hospital, Canada

"Balancing Aboriginal Peoples' Individual and Collective rights"  
Dr. Özlem Ügen  
School of Law, University of Aberdeen, UK

"Being the Last Words: Top Judges in Canada and the UK"  
Dr. Richard Cornes  
Law Department, University of Essex, UK

**5.15 p.m.** Reception hosted by the Canadian High Commission, Council Room, Birkbeck College, University of London (Malet St., London WC1, England) **\*\*NOTE CHANGE OF VENUE FOR THIS AND REMAINDER OF PROGRAMME\*\***

**6.00 p.m.** Public Lecture (open to all) at Birkbeck College, University of London

"Equality as Difference: Telling Stories In/Of Nunavut"  
Professor Lynette Hunter  
School of English, University of Leeds, UK

**24th, Feb., Saturday, 9.30 am - 3.00 p.m.** Birkbeck College, University of London, Malet St, London

"Women are Persons! How the Famous 5 in Canada Won Equality for Women"  
Vivien Hughes  
Academic Relations, Canadian High Commission, London, UK

"Equality of Access, Inequality of Results : Women and Higher Education since 1960"  
Professor André Tremblay  
Département de sociologie, Université d'Ottawa, Canada

"Teaching Lies: The Innu Experience of Schooling"  
Dr. Colin Samson  
Department of Sociology, University of Essex, UK

"`At the Centre of it All are the Children`: Aboriginal Childhoods Through the Camera Lens"  
Dr. Heather Norris Nicholson  
Centre for Canadian Studies, Birkbeck College, University of London, UK

"Towards a Recognition of Being: Thomson Highway's THE KISS OF THE FUR QUEEN and Edén Robinson's MONKEY BEACH"  
Professor Coral Ann Howells  
Department of English, University of Reading, UK

**1.30 - 3 p.m. : LUNCH & CLOSE OF CONFERENCE**

Conference Fees (covering registration, attendance, teas, coffees and lunches, etc. Make cheques payable to "LCCS"):

2 days(23rd and 24th, Feb., 2001): £40.00 (British Pounds)  
OR only Friday 23rd , Feb.: £28.00 (British Pounds)  
OR only Saturday 24th, Feb.: £17.00 (British Pounds)

**NOTE:**

**DISCOUNTS:**

- (i) 50% reduction for students/concessions.
- (ii) 20% discount for registration by 22nd, Jan. 2001
- (iii) 10% discount for registration by 5th Feb., 2001

**REGISTRATION DEADLINE: 19th February, 2001**

**Enquiries to:** Dr. I. Sachdev, Director, Centre for Canadian Studies, Birkbeck College, University of London, 43 Gordon Square, London WC1H 0PD; Email: [i.sachdev@bbk.ac.uk](mailto:i.sachdev@bbk.ac.uk)

*We are grateful to the Canadian High Commission (London) and the Quebec Government Office (London) for their generous support.*

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**REGISTRATION FORM**

Please detach and send this part with a cheque payable to **LCCS**, by **19 Feb., 2001** to **Susan Howard, The Library, Imperial College School of Medicine, Charing Cross Campus, Reynolds Bldg, St Dunstons Road, London W6 8RP, UK** (Email: [s.howard@ic.ac.uk](mailto:s.howard@ic.ac.uk)). Note: 20% discount for registration by 22nd, January, 2001, or 10% discount for registration by 5th February, 2001.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

The entire conference (fee: £40.00 or 50% for students/concessions): Yes / No

Only Friday 23rd February, 2001 (fee: £28.00 or 50% for student/concessions): Yes/No

Only Saturday 24th February, 2001 (fee: £17.00 or 50% for student/concessions): Yes / No

PLEASE SPECIFY ANY SPECIAL DIETARY REQUIREMENTS? \_\_\_\_\_

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**Canadian Centre for Management Development**

## Schedule of Events on Innovation

### February 22nd , 2001:

"How about a Seed Fund for Learning and Innovation"

Dawn Nicholson-O'Brien, Senior Visiting Fellow at CCMD

Come and join Dawn Nicholson-O'Brien, Senior Visiting Fellow at CCMD, for Knowledge Creation and Innovation, to learn about proposals to create a federal Learning and Innovation Seed Fund to help public servants innovate.

Deputy Ministers on the COSO Learning and Development Committee recommended the creation of the fund in their report entitled "A Public Service Learning Organization From Coast to Coast to Coast". This Committee, set up by Mel Cappe, Clerk of the Privy Council and Secretary to the Cabinet, is chaired by Madame Jocelyne Bourgon.

Seize this opportunity to provide your ideas for the creation of this fund and a zone for experimentation, leading to improved results for citizens and a stimulating, dynamic workplace!

**Time:** 8:00 a.m. to 9:45 a.m.

**Place:** 373 Sussex Drive, Ottawa, Canada

**Register:**

By calling 943-5555 or

On-line at: <http://www.ccmd-ccg.gc.ca/events/main/index.html#february>

**Cost:** FREE to public servants of the Government of Canada

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The School of Public Administration  
University of Victoria  
*Hosts this special presentation*

### Innovative Individuals and Organizations in the Public Sector

**February 21<sup>st</sup> 2:00 pm - Centre for Innovative Teaching Rm. 116**

**By: Sandford Borins**

This presentation examines the results of research using large samples of the best applications to the Innovations in American Government, Institute of Public Administration of Canada, and Commonwealth Association for Public Administration and Management innovation awards. Questions explored include:

- At what organizational level are innovations initiated?
- What conditions lead to innovations?

- What are the characteristics of innovations?
- What obstacles did the innovations face?
- How were the obstacles overcome?
- What results were achieved?

These results regarding individual innovations are then used as the basis for a discussion of how public sector organizations could be made more innovative. This discussion outlines the barriers to innovation in traditional public organizations and suggests ways of overcoming them.

**Sandford Borins** is Professor of Public Management in the Joseph L. Rotman School of Management at the University of Toronto and Chair of the Division of Management at the University of Toronto at Scarborough. He has been a visiting professor at the Kennedy School of Government at Harvard University and the Goldman School of Public Policy at the University of California at Berkeley.

He is the author of numerous articles on public management, as well as five books, the three most recent of which are *The New Public Organization*, co-authored with Kenneth Kernaghan and Brian Marson (Institute of Public Administration of Canada, 2000), *Political Management in Canada*, co-authored with the Hon. Allan Blakeney, former premier of Saskatchewan (University of Toronto Press, 1998), and *Innovating with Integrity: How Local Heroes are Transforming American Government* (Georgetown University Press, 1998).

Professor Borins has had a wide range of professional experience. He was a member of the selection panels for the Commonwealth Association for Public Administration and Management and Institute of Public Administration of Canada innovation awards, as well as chair of the selection panel for the Amethyst Award for Excellence in the Ontario Public Service. He was a member of the board of directors of the Ontario Transportation Capital Corporation, which developed Ontario's electronic toll highway. He is senior adviser and conference rapporteur for the Commonwealth Association for Public Administration and Management.

**RSVP:** [marianno@uvic.ca](mailto:marianno@uvic.ca)

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## **International Seminar on the Policy of Sustainable Mobility**

**January 29-30, 2001**

**France**

**-Sponsor:** The International Network for Urban Development (INTA)

**-Description:** Mobility and accessibility are increasingly under threat in cities, due to traffic congestion, space constraints, disintegrated planning, social dislocation, urban sprawl and speed of growth. This seminar proposes to seek solutions which go beyond the choice of mode of transport to reach the core question of the type of mobility the people want, the institutional arrangements which

support mobility and urban transport, the relationship between the public authorities and transit operators as well as between local authorities and central government. Solutions may exist, not necessarily in a technical or industrial response, but rather with a different notion of urban development and its impact on the operating modes for delivering mobility in our cities.

**-Dates:** January 29-30, 2001

**-Location:** France

**-Contact:** Jeroen van Alphen ([inta\\_coordination@hotmail.com](mailto:inta_coordination@hotmail.com) or [intainfo@inta-net.org](mailto:intainfo@inta-net.org))

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### **Lunch & Workshop with Anita M. Burke**

**Friday, January 19th, 2001**

**Calgary, Alberta, Canada**

Sponsored by the Alliance for Capitalizing on Change and Partners

Ms. June Delano, Director, Worldwide Learning & Development, Kodak, Rochester  
"Developing Leaders Fit for the 21st Century"

Afternoon workshop with June Delano to follow the luncheon.

To register contact:

Miriam Nelson, Administrator,  
The Alliance for Capitalizing on Change  
177 Martin Crossing Court NE, Calgary, AB, Canada, T3J 3P3  
Tel. 403-221-7860, Fax. 403-221-7858 or E-mail [miriam@capitalizingonchange.org](mailto:miriam@capitalizingonchange.org)

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### **[Setting E-Commerce Aside: A Conference Review](#)**

**By David Silver, University of Maryland**

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### **2nd World Congress on the Management of Electronic Commerce**

**to be held January 17-19, 2001, in Hamilton, Ontario, Canada.**

The 2nd World Congress on the Management of Electronic Commerce (in conjunction with the 22nd McMaster Business Conference) sponsored by the Management of Innovation and New Technology Research Centre at McMaster University ("Canada's Most Innovative University!") will be held January 17-19, 2001, in Hamilton, Ontario, Canada.

This is the second global conference to focus on "management issues" surrounding electronic commerce, following our highly successful first conference on the same topic last year. In so doing, all strategic and functional business areas, issues, and implications will be considered.

As this is such a new field of study, pilot studies/experiments and "conceptual articles" will be acceptable for submission.

**MAJOR TOPICS FOR THE CONFERENCE:**

- A. Electronic Commerce and the new Value Chain (New Business Models for Electronic Commerce and Industry Implications)
- B. Integrating E-Commerce with Traditional Business Models (The Impact of E-Commerce on Functional Business Areas)
- C. Applying New and Existing Management Tools to E-Business (e.g., the impact of E-Commerce on Strategic Planning)
- D. The Critical Success Factors for E-Commerce
- E. The Importance of Service Quality and Customer Satisfaction in E-Commerce
- F. New Technologies and their Impact on the Management of Electronic Commerce (e.g. Methods of Payment, Telephony, Universal Messaging, E-Mail, Bandwidth, Technology Standards, etc.)
- G. The Impact of E-Commerce on Corporate Culture/Fostering a Corporate Culture that Embraces E-Commerce
- H. Privacy and Security Issues in Electronic Commerce
- I. ROI for Electronic Commerce/Valuing an E-Commerce Business
- J. The effects of Customer Demographics and Culture on E-Commerce
- K. Issues in Business-to-Business Electronic Commerce
- L. E-Commerce and its implications on Tax, Accounting, Law, and Public Policy
- M. The Future of E-Commerce - What strategies will work in the Future?
- N. Using/Interpreting E-Commerce Research and Forecasts
- O. Other

**CATEGORIES:**

- Conceptual or theoretical;
- Empirical or experimental;
- Case or pilot studies

**ACCEPTED PAPERS:**

All accepted papers will be published in full or in abstract form in book of proceedings.

**PRIZES WILL BE AWARDED FOR THE BEST CONFERENCE PAPERS!**

Selected papers will be published in a special edition of a refereed journal or book.

**\*\*\*\*\*SUMMARY OF DEADLINES\*\*\*\*\***

June 30, 2000: Abstracts due (Fax McMaster Business Conference 2001 (905) 521-8995 or email [maconf01@mcmaster.ca](mailto:maconf01@mcmaster.ca))

August 4, 2000: Notification of acceptance of abstracts for presentation

December 1, 2000: Full paper submission and conference registration deadline

#### ABSTRACT SUBMISSION CRITERIA

- English, 8.5" by 11", 350 words maximum
- Cover Sheet with: First author's name, affiliation, full address, phone number, fax number, e-mail, co-author's name/s, Title of paper, Topic category (indicate letter from the above list)
- Indicate if the paper is suitable for:  
Oral presentation only  
Poster presentation only  
Either

PLEASE E-MAIL : [maconf01@mcmaster.ca](mailto:maconf01@mcmaster.ca) IMMEDIATELY IF YOU INTEND TO SUBMIT AN ABSTRACT AND INDICATE, IF IMMEDIATELY IF YOU INTEND TO SUBMIT AN ABSTRACT AND INDICATE, IF POSSIBLE, YOUR PROPOSED TOPIC (OR "WORKING TITLE") AS WELL.

For additional information please contact:

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Source: Innovative Management Network

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## **Second Global Forum on Fighting Corruption and Safeguarding Integrity Amongst Justice and Security Officials**

The Hague, 2001