

### Event Theme

### Presenters

### Topic Summaries

## Team Dynamics

### Carolyn Swadron

Senior Manager, Quality Assurance,  
CIBC

### Edmond Mellina

President,  
ORCHANGO

### How To Build Effective Teams!

We depend on teams to achieve our goals. Teams comprise diverse individuals often from different organizations and backgrounds.

Our challenge is to get these diverse individuals to work together to become a highly effective team. And this is a far from easy task!

This presentation reviews ten key considerations for building effective teams based on current organizational successes and past challenges.

It shares examples and anecdotes that address the need to "invest" in team members, the value of diversity, the team life cycle, importance of consistency in vision, goals and process, establishing trust, reaching and celebrating goals, cross-team dynamics, and the end of a team.

It will leave you with a figurative checklist and road map for engineering and assessing team dynamics in order to produce a high performing team.

### Evolving the team dynamics during change – Delta Hotels case

In this inspiring session, Edmond Mellina will draw on his experience as the IT executive of Delta Hotels – where he built and led a cross-functional team in charge of implementing an ambitious program of change throughout the organization.

The members of the team were all outstanding individuals. However, the group didn't become high-performing overnight. Edmond had to help the team "gel" by uncovering, analyzing and actively managing the forces at play. Over time, the team dynamics became extremely productive and as a result the group successfully rolled out the complex change.

However, it was critical to nurture the positive dynamics on an ongoing basis.

Through this real-world story, Edmond will address the following questions:

- What were the forces at play among the team – positive and negative?
- How did the group dynamics help or hinder the team?
- What specific actions or techniques helped improve the team dynamics?
- How did the situation evolve over time and why?
- How did stress and pressure impact the team dynamics?
- Why did the team dynamics deteriorate following the acquisition of Delta?

## Biographies

**Carolyn Swadron** is a Senior Manager, Quality Assurance for CIBC's Internet Delivery Group. She leads a team of 15 QA professionals responsible for certifying Online Banking applications. In addition to CIPS I.S.P. certification and an Honours BSc. in Applied Mathematics from University of Toronto, she has experience in people change management, quality assurance, process reengineering, project management, CMM/CMMI, development support, methodologies and standards, and application development. Carolyn has worked in a variety of industries including finance, insurance, retail, healthcare, education and government with a great variety of teams. Her current focuses include People Change Management and process reengineering.

**Edmond Mellina** is the president of ORCHANGO – a provider of unique, world-class learning programs especially developed for organizations in transition. Edmond is internationally recognized as an expert in organizational change management. For over 20 years, he has helped various organizations in Europe, North America and the Middle East successfully adapt to change. He is a former IT executive. Edmond's articles and columns have appeared in leading business publications around the globe. The media regularly interview him as an expert source. Edmond holds a Master of Engineering from the prestigious "Grandes Écoles" of France, and is a graduate of the Ivey Executive Program.

## Date / Time

Tuesday, November 10, 2009; 05:30 pm – 08:30 pm (Presentations start at 6:00 pm)

Note: Light supper included prior to presentations

## Location

Auditorium, IBM Canada  
3600 Steeles Avenue East  
(northeast corner of Steeles & Pharmacy)  
Markham, Ontario L3R 9Z7

Free Visitor parking available (follow signs)

The following public transportation is also available:

### TTC

167 Pharmacy North - 53 Steeles East - 353 Steeles East

### York Region

224B Esna Park – VIVA Green

## Registration

<http://www.TorontoSPIN.com> \$20.00 at the door

## Future Events

December 2009

**Thanks to IBM Canada Ltd. for providing the location for this event.**