



Wednesday November 13, 2019

****** THE RICHMOND HILL COUNTRY CLUB******

(8905 BATHURST STREET)****

COFFEE: 8:30 – 9:00 AM

MEETING BEGINS: 9:00 AM

Be A Leader Not A Boss/Effective Leadership/The Disney Approach to Customer Care

Speaker: Nicola Hill – Founder, IM.CO Marketing

Do you consider yourself a leader or a boss? This question doesn't just apply to the workplace, it can also refer to your home and personal relationships. What type of leader are you?

We will discover and compare the different management styles hoping to identify and improve on our own through a number of hands on activities and open discussion.

After gathering an understanding of our management style, we will talk about the importance of implementing the Disney customer care approach to our business. Finally, we will equip everyone with the secret sauce of customer care success.

Nicola Hill graduated from the University of Plymouth (UK) with a degree in media and science and worked with the British Broadcasting Corporation, the Military, and she also owned a construction company. She has had the privilege to work with, and present to companies such as BMO, GroupEcho, the BBC, National Bank, Influencers Unite, and Universities across the world.

Crypto Currency and Bankruptcy

Speaker: Lou Brzezinski – Partner, Blaney McMurtry LLP

This will be a presentation on cryptocurrencies and the issues they present in the context of fraud, bankruptcy and insolvency. Some of the topics include what cryptocurrencies and blockchain are and how they function in our society, the difficulties in characterizing cryptocurrencies, the specific issues involving insolvency laws, the nature of the cryptocurrency asset, and whether they should be regulated by the government. We will also discuss the Quadriga bankruptcy and the new Cryptocurrency proposed to be issued by Facebook.

Lou Brzezinski is a partner in the firm's Commercial Litigation Group and practices in all areas of business reorganization, insolvency, liquidation and bankruptcy. Lou has acted for creditors, debtors, court-appointed monitors and trustees in bankruptcy in a number of high profile insolvencies in Canada, including Sears Canada, Target Canada, Coopers & Lybrand, US Steel Canada Inc. and Essar Steel Algoma Inc.

Also noteworthy is Lou's extensive experience in the investigation of fraud on behalf of major financial institutions and with Canada's largest security and investigation firm. Lou is chair of his firm's Fraud, Investigation, Recovery and Enforcement (FIRE) group.

Lou has contributed to *Credit Manager's Guides* on Bankruptcy and Insolvency in Canada; Privacy Legislation; Cross-Border Insolvency; Reading and Understanding Contracts; and the Construction Lien Act.

NEXT MEETING DATE: February 12, 2020

The Forum is, and continues to be the premier supplier of education relating to timely and relevant Business issues/concerns of Senior Credit and Financial Personnel.