GBTA Canada Town Hall

Wednesday, May 13

We’re All In This TOGETHER

Connecting the people that connect the world.™
Nancy Tudorache
Regional Vice President, Canada
GBTA

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Sharlene Ketwaroo-Nanoo
Regional Chair, GBTA Canada
Category Manager, Travel

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Regional Direct Talk Calls:
May 20 & June 3
Eastern Region Call: 2pm EST
Western Region Call: 2pm MST/1pm PST

Buyer Champions
Regional direct talks are organized and led by our volunteer Buyer Champions.

Western
Monica McKill
Manager, Air & Ground Transportation
Cenovus

Brooke Davis
Manager, Global Travel and Events
Lululemon

Eastern
Elizabeth Oliveira
Corporate Travel OMERS
GBTA is here to support our industry, here in Canada and around the World.
Town Hall Agenda

• GBTA Updates, Tools, Resources

• Leading and Managing Through Adversity
  ✓ From Adversity to Recovery
  ✓ Leading Self
  ✓ Leading Teams
  ✓ Leading Organizations

• Question Period

Direct Questions in Zoom Chat to: GBTA Questions

For Assistance: tosullivan@gbta.org
Multimedia - GBTA Industry Forum Series

- Arne Sorenson, Marriott International
- Patrick Pacious, Choice Hotels
- Robert Isom, American Airlines
- Bhart Sarin, GBTA President
- Tobias Ragge, HRS
- Gabe Rizzi, Travel Leaders Corporate

- Ariel Cohen, TripActions
- Mark Vondrasek, Hyatt Hotels Corporation
- David Kong, BWH|Hotel Group
- Tom Nealon, Southwest Airlines

View All Multimedia >>
Industry Webinar Series | Career & Personal Development Online Tutorials

- Managing a Prolonged Crisis 2020 and Beyond - [Watch Recording]
- Navigate and Utilize the GBTA Hub (Earn 1 GTP Credit) - [Watch Recording]
- Designing or Redefining Your Personal Brand - [Watch Recording]
- Leadership through Communication: Navigating the COVID-19 Crisis - [Watch Recording]
- Leading Remote Teams: Navigating the COVID-19 Crisis - [Watch Recording]
- COVID-19 and the Hospitality Industry: Priorities and Action Steps for Human Resources - [Watch Recording]
- Managing Workplace Conflict: Navigating the COVID-19 Crisis - [Watch Recording]
GBTA will provide business travel professionals who have been displaced due to the impact of coronavirus and the global pandemic a GBTA Honorary Membership. This membership will be valid for 12 months or until finding employment. GBTA is committed to helping the business travel community stay connected during this challenging time.

Apply for a GBTA Honorary Membership
GBTA Canada Events 2020

For Updates on GBTA Conference 2020 – Toronto please visit:
Canadaconference.gbta.org

For GBTA Canada Updates please visit our website for the latest information:
gbta.org/Canada
Next:
GBTA Canada Town Hall Call

Wednesday, May 27 @ 2pm EST:

TOPICS:
- A Highlight on Contract Clauses
- Avoiding Crisis Burnout; Hot to juggle remote working priorities and personal priorities
Envision Group International

Leading & Managing Through Adversity

Adjusting Your Strategy

Pat Lipovski
President & Founder

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Agenda

1. Introductions
2. Examples: From Adversity to Recovery
3. Leading Self
4. Leading Teams
5. Leading Organizations
Introductions

Dr. Hugh Dunleavy
Senior Partner, Envision Group
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John Pease
Senior Partner, Envision Group
John.pease@envisiongroup.ca

Pat Lipovski
President & Founder
Envision Group
pat.lipovski@envisiongroup.ca
From adversity to RECOVERY
Roller Coaster of Change
Phases of Crisis Management

1 - Recognize
2 - Response
3 - Recovery
4 - Resumption
Known on May 5, 2020:

- Canadian Population: 36,710,000
- Normal Mortality rate: 0.88%
- Recovered: 27,006
- Current tested in Canada (Apr20): 942,602 = changing daily
- Current cases in Canada (Apr20): 62,046 = changing daily
- COVID 19 mortality rate (estimate): 3.97%  Influenza rate: 0.1%

Unknowns:

- True scale of the infection is unknown – insufficient testing
- Inaccurate reporting of COVID deaths, anticipate true mortality rate ~1-2%
Leading Self

4 - Phases
1 - Recognize
2 - Response
3 - Recovery
4 - Resumption

Your world has changed
Personal Stages of Change

Your world has changed
Resilience
Items to Consider

Your world has changed

Physical
- Sleep, Hydrate, Eat Well, Movement, View - above the noise

Psychological
- Self Belief, Confidence, Track Growth, Humour, Perspective, Acceptance, learn

Emotional
- Awareness, Focus & Presence, Pause to Think, Respond, Impermanence, Let Go

Community
- Values (take stock), Ask for Help, Gratitude, Kindness, Compassion, Empathy, Calm, Composure.
Leading Team

4 - Phases
1 - Recognize
2 - Response
3 - Recovery
4 - Resumption
Leadership In Times Of Crisis

The core leadership behaviors required in a crisis:

1. Look after your people – PERIOD!
2. Paint a vision of the end of the crisis.
3. Encourage & Empower others, so that everyone can do their part.
4. Acknowledge that these times are highly emotional and making decisions can be difficult.
Acknowledge Emotions

Recognize that these are highly emotional times – both for you as a leader, and for those you are leading.

As leaders you must offer support to others.

Portray a “we will get through this” attitude.
Leading Teams Through Adversity
Strategies & Tips

Embrace Reality
Know the Facts
Avoid Knee-jerk Decisions
Have an 80% Plan
Stay in Your World.
Communicate, Communicate, Communicate
Be Disciplined & Innovative
Build Trust & Accountability

Your world has changed

Photo by Adstin Chan on Unsplash
Strategic Business Considerations

There is no general-purpose Return to Work Business Plan that all companies can follow.

Organization design may need to be rethought.

Supply Chains may need to be rethought.

Strategic Plan of the Company will need to be rethought.

Each Business will need a robust Communication Plan.

Each Business will need a Change Management Plan, Resource Plan etc.

Each company will have to design and implement its own Business Plan that takes into account the unique situation/competitive environment.

Return to Work Plan will have to be flexible to accommodate any new requirements.
Response Considerations

Does your company have a Response Plan?

• How has this plan been Communicated across the Organization?
• Does the Plan inspire confidence by the Internal Staff and the external Customers?
• How adaptable is the Plan to the changing environment?
• States, Provinces and Countries starting to re-open for Business
  • How does your Business plan address these actions?
  • How responsive is your plan to changes in the spread of the virus?
• Have you factored in new Government influences?
  • Government Support?
  • Government Oversight and conditions?
• If No Response Plan, why not?
Recovery Considerations

Does your company have a Recovery Plan?

- How does the Recovery Plan differ from the Response Plan?
  - What are the Key components?
- How will the transition to the Recovery Phase be Communicated to your Staff?
- What critical factors triggered the change in the Business plan?
  - What are the KPI’s you will track to measure the success of the recovery plan?
- How long will the Recovery phase last?
- What factors would trigger a fallback to the Response Plan?
  - How quickly will you recognize the need to fallback?
  - How will you Communicate a need to Fallback?
Recovery Considerations

• What is the impact on your Company’s Brand and Reputation if you have to fallback to a Response Plan?
• If events do not occur as anticipated Plan, how quickly can your plan adapt to the new environment?
  • How sensitive is your plan to each KPI?
  • What factor (KPI) will trigger a change to your Recovery Plan?
• What External factors are you unable to include in your Business Plans?
Your world has changed

for more information contact:

info@envisiongroup.ca  info@gbta.org
for more information e-mail:

info@envisiongroup.ca
john.pease@envisiongroup.ca
Do you have a Question?

Please submit questions to the dedicated GBTA Questions via the chat feature on Zoom.
For Updates on GBTA Conference 2020 – Toronto please visit:
Canadaconference.gbta.org

For GBTA Canada Updates please visit our website for the latest information:
gbta.org/Canada
GBTA has rescheduled GBTA Convention to November 7 – 11, 2020.

Register >>

Exhibit >>
We’re All In This TOGETHER

Thank you for Joining

Our next Town Hall dates
Wednesday, May 27 - 2pm EST
Wednesday, June 10 - 2pm EST
To RSVP: CLICK HERE

Regional Direct Talk – Travel Buyer-Only Call
Wednesday, May 20 & June 3
For More Information: CLICK HERE

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GBTA Honorary Membership

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Apply for a GBTA Honorary Membership
Additional GBTA Resources

The following slides are resources with links to videos and web content to assist our business travel industry professionals in accessing GBTA information.

Visit us at:

gbta.org

Membership assistance at:

membercare@gbta.org
GBTA Statement on the Coronavirus

ennai is a global association with operations on six continents and members throughout the world. We are very aware of the impact that the coronavirus (COVID-19) is having on the entire business travel and meetings industry.

GBTA will continue to monitor COVID-19 until the medical community says the virus has been contained. Our main concern is on the health and safety of our global members and program participants. We encourage our members to follow the travel restrictions set in place where they reside and if traveling, when they arrive at their destination. We encourage all to practice preventative measures such as those outlined by the Center for Disease Control and Prevention (CDC).

GBTA also encourages all members and attendees of our global events to check out the following resources to keep up to date with the coronavirus. View Now

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GBTA ENDORSES POSTPONEMENT OF 2020 HOTEL RFP AMID CORONAVIRUS PANDEMIC

Alexandria, VA (April 29, 2020)—The Global Business Travel Association, the voice of the business travel industry, announced today that it will endorse the postponement of the 2020 Hotel RFP until 2021 due to the coronavirus pandemic’s effect on the travel industry. This decision comes after several weeks of discussions among GBTA’s U.S and European accommodations committees, top travel buyers, suppliers, and more than 50 hotel companies representing thousands of hotels worldwide. Along with the recommended RFP postponement, GBTA encourages hotels to roll all 2020 rates for 2021.

For Full Release: CLICK HERE
GBTA resources available to our members

- Within GBTA Hub, discussions are taking place on forums regarding business travel issues. It’s a great place to hear from other members about challenges and solutions to issues you may be currently facing – are you familiar with how to use the Hub?

Navigate and Utilize the GBTA Hub (Earn 1 GTP Credit) - Watch Recording
How do I access the GBTA Hub?

You can access the hub by going to hub.gbta.org. You will need to log-in with your GBTA username and password.

Within the GBTA Hub discussions are taking place on forums regarding business travel issues. It’s a great place to hear from other members about challenges and solutions to issues you may be currently facing. Want to learn how to navigate and utilize the GBTA Hub view the training or the User Guide.

GBTA HUB Resources

Navigate and Utilize the GBTA HUB Training Webinar

GBTA Hub User Guide
New Forums Added to the GBTA HUB

GBTA Members can connect online and discuss current and relevant topics within the business travel industry across multiple forums with business travel buyers and suppliers.

New Forums Added:

- In the **COVID-19 Forum**, stay connected and discuss COVID-19 related topics with other business travel professionals.
- In the **Resources from Allied Members Forum**, Allied Members can post content and updates to help business travel professionals through COVID-19.

Join the conversation - [https://hub.gbta.org/home](https://hub.gbta.org/home)
GBTA has a number of resources available

- GBTA Daily News Brief. Great resource to stay current with everything that’s happening.
Are you receiving the Daily News Brief?

Log into the GBTA website main page, scroll down to the “Join Our Mailing List” section and they will be added to the mailing list. https://www.gbta.org/
GBTA is here to support you with Career and Personal Development
Webinar - Managing a Prolonged Crisis 2020 and Beyond

Watch Recording
Earn GTP® Recertification Credits

The GTP® Recertification Program is designed as a continuum of learning and professional development. Recertification helps you stay well-versed in concepts, technology, principles, and best practices shaping the industry. GBTA Academy has released resources on Risk Management, Travel Program Administration, Data Analytics, and Buyer/Supplier Relationships.

Learn More - https://www.gbta.org/professional-development/gtp-certification/gtp-recertification
GBTA Academy Webinars and Online Training Today

GBTA Academy provides education for business travel professionals at every level of his/her career; whether you are new to business travel management or have decades of experience there is always a “next step” on the GBTA learning path. GBTA Academy is launching weekly webinar series to include: Current Trending Topics:

• Industry Webinar Series
• Career Development Webinars
• Personal Development Webinars

https://www.gbta.org/professional-development/programs-by-format/upcoming-webinars-and-online-trainings
Post and Search Business Travel Jobs via GBTA Career Centre

Search jobs, post your resume and access resources to help your job search including a complimentary resume review and job search resource center.

If you are an employer, there are opportunities to post your job description and access thousands of qualified business travel professionals.

View jobs - https://jobs.gbta.org/
News & Advocacy

Business Travel Has Stopped. No One Knows When It Will Come Back. Apr. 20, 2020

Global Business Travel Becomes the Latest Casualty of the Coronavirus Pandemic Apr. 8, 2020

GBTA Welcomes EU Suspension of Airport Slot Rule until 24 October 2020, to Ease Industry Crisis following the Coronavirus Pandemic Mar. 31, 2020.

Business Travel Halts Across the Globe

GBTA Signs on to Industry Requests to Congress in Key Verticals of Global Business Travel [PDF]

Business Travel Sector to Lose $820 Billion in Revenue on Coronavirus Hit: Industry Group
Resources

Government of Canada Coronavirus disease (COVID-19) in China
Travel Advice and Advisories - China
Novel Coronavirus infection: Frequently Asked Questions (FAQ)
Social media: follow @TravelGoC on Facebook and Twitter
Statement by the Minister of Health on the First Presumptive Confirmed Travel-Related Case of New Coronavirus in Canada
Statement by Foreign Affairs Minister on travel to Hubei Province in China
Scott A. Solombrino
Chief Executive Officer, GBTA
GBTA Allied Leadership Council Member
WINiT Strategic Advisory Board Member
Thank You for Being a Part of OUR Global Business Travel Association