



# Dr. Nick Bontis

Accelerating Performance



*Professor Nick Bontis is not only a pioneer in the field of intellectual capital, but one of the world's real experts as well.*

Thomas Stewart, Previous Editor, **Harvard Business Review** and **FORTUNE Magazine**, New York, USA

*Nick Bontis is a brilliant, provocative thinker who understands the deep changes underway in our society. His presentations are perceptive and persuasive, and always done with great gusto and humour.*

Honourable Bob Rae, 21<sup>st</sup> Premier of Ontario, **Government of Ontario**, Toronto, Canada

*There are a few rules you should know about having Dr. Bontis speak to your management team about the future of the workplace environment in the information age. First, do NOT follow him as another speaker. Second, do NOT skip him as a seminar participant. Third, do NOT design a program without him as a conference producer. He is, defacto, the reason why any one should attend an event he speaks at!*

Anton van Elst, Management Training Officer, **ING Bank**, Amsterdam, The Netherlands

*Nick Bontis seems always in motion. Whether he's speaking to conference audiences or his university students, Dr. Bontis delivers fast-paced presentations that find him prowling the room, popping animated slides on the screen or spilling water from a glass to illustrate ideas. His energetic discussions embody his specialty of study: the accumulation and flow of intellectual capital.*

Steve Barth, Editor, **Knowledge Management Magazine**, San Francisco, USA

*Dr. Bontis is a unique individual who mixes together three key ingredients. First, his academic credentials are terrific and his thought leadership is recognized and appreciated globally. Second, his entrepreneurial spirit drives him to present a practical business orientation in every issue he discusses. Third, his energetic and warm personality acts like a magnet for all those who meet him. Most importantly, whenever I put together a world-class conference I know that I can count on him to consistently deliver a high-performance keynote that leaves the audience buzzing.*

Jane Dysart, Program Director: **KM World, Internet World, InfoToday**, Toronto, Canada

*Many of the evaluations we got back from our top performers at our annual UNIGLOBE Chairman's circle event in Sonoma identified you not only as the best speaker/resource they had experienced through UNIGLOBE, but many also said you were the best speaker they had ever seen anywhere period!*

Martin Charlwood, President, **Uniglobe Travel International**, Vancouver, Canada

*Nick's reputation as a world expert in his field is indisputable. However, the real magic occurs when he steps in front of a crowd. His charisma acts like a magnet and captures everyone's attention. He will be sure to leave a lasting impact with your audience.*

Maen Nsour, Regional Programme Advisor, **United Nations Development Program**, New York, USA

*Few people actually live up to their advance press, but Nick Bontis exceeds it. His presentation was superb, both in content and style. Our sophisticated audience was enormously entertained while being challenged with new ideas and approaches. We'll have Nick back as many times as we can, assured that the message and research will always be fresh and provocative.*

Carla O'Dell, President, **American Productivity and Quality Centre**, Houston, USA

*Dr. Bontis was the perfect ending to our customer conference. He was able to bring together a number of very different telecommunication technologies under one banner and drive home a message that was engaging both professionally and personally.*

C. Scott Robinson, Sr. Marketing Manager, **Allstream**, Toronto, Canada

*Dr. Bontis is a stunning speaker. He has a rare combination of entertainment value which will keep you on the edge of your seat; high energy to keep you engaged; scientifically intriguing research results with real, relevant, and immediate business value; an uncanny ability to present complex concepts in easy to understand language; and the ability to ignore the irrelevant or misleading in favour of the key insights. The ideas come so fast you can't even afford to blink. Wow!*

Joe Weinman, Director Strategy & Technology, **AT&T Business Services**, Bedminster, USA

*Dr. Bontis created a significant impact with our audience, many of whom were leading exponents in the field of KM. His engaging and highly interactive delivery kept everyone enthralled; more importantly, he delivered some challenging and valuable insights into this complex field, based upon his extensive research background and practical experiences. Thanks to Nick's presentation, we closed our conference with style and credibility among our customers.*

Carrie Hamer, Marketing Manager, **Dataware Technologies**, Cambridge, USA

*Bontis continues to be one of our highest evaluated speakers at the Enterprise Intelligence World Summit. His presentation provides food for thought and plans for action as well. He is insightful, provocative and inspiring!*

Bill Doherty, President, **International Conference Development**, Marlborough, USA

*Dr. Bontis has special skills that are obvious to those of us who have heard him. He spans the boundaries between academics and managers, summarizing and illustrating how theories may be transformed into decisions and deeds. Nick brings a dynamic, crowd pleasing sense of knowing and humour to his presentations.*

Gary Anderson, Regional Manager, **HRSDC**, Government of Canada, Ottawa, Canada

*I have engaged him on several occasions as a speaker and consultant. I have found him to be consistently entertaining and extremely well-founded in the topics he offers. His style is engaging and his knowledge of the first order.*

Dr. Jac Fitz-enz, Founder & Chairman, **Saratoga Institute**, Santa Clara, USA

*Bontis combines interesting content, wit, and a smooth speaking style in a way that makes one want to invite him back often. Nick has spoken at several events I have hosted.*

Dr. Patrick Sullivan, President, **ICM Group**, Palo Alto, USA

*Dr. Bontis did an outstanding job at our recent Global Executive Seminar. Out of a total score of 5.0, participants rated him 4.86 for the overall topic and 4.94 for whether he was effective. Comments from participants included: he was the highlight of the conference; his stories and metaphors were useful and fun; his was one of the most compelling presentations I have seen; he was the best speaker I have seen in years, he taught me how to sell KM to clients and his high energy level and enthusiasm offered many new perspectives.*

Christian Winslow, Marketing Manager, **Accenture**, St. Charles, USA

*Nick Bontis brings alive the topic of KM in such a way that everyone understands this new and complex field. His energetic approach, his sound research base, his practical application of the knowledge is an absolute delight for his participants. My colleagues in Jamaica are still talking about his presentation at the conference and the radio interview afterwards. We are truly grateful for his input.*

Nsombi Jaja, Principal, **Quality Management Consulting**, Jamaica, West Indies

*I jumped at the opportunity to have Dr. Bontis keynote one of my larger training conferences. His topic (Knowledge Management & Intellectual Capital) was very timely. His style was interactive and exciting. His passion was undeniable! There is no doubt that Nick and I will do a lot more work together in the future.*

Curtis Skene, Training & Certification Program Manager, **Microsoft Canada**, Mississauga, Canada

*Dr. Bontis' presentation was inspirational, motivating, and fulfilling. Thank you for taking the time to speak with us and I hope you know, that you truly made a difference for this public servant.*

Aileen Chiasson, Escalation and Review Unit, **Canada Student Loans Program**, Hull, Canada

*I just wanted to say thanks to Dr. Bontis for sharing his knowledge and expertise with members of the federal government. Nick has ignited the sparks and they will be hard to extinguish. I have to admit that this is the first initiative, in a very long time, that has lent itself to immediate credibility. There have been many flag wavers of various principals and theories that have come and gone over the years – none sustainable and none that have struck me in a way that I wanted to have any personal investment in them. This is not the case with knowledge management theory and practice. My attendance at Dr. Bontis' one day introduction was as a result of the very high recommendation from a colleague. Nick's session has created the same sense of enthusiasm and wanting to share inside of me. Both of us made a presentation to the rest of our Division this week and we believe we have enough of an impression to create a desire for our peers to attend your session(s). This includes our Director who is in a position to incorporate KM theories and principals into his initiatives. He champions and leads a variety of HR working groups and has contact with all levels across the government and in the "real world" too. My colleague and I have both said that your workshop was a topic of conversation at each and every meeting that we have attended this week. My background in marketing taught me that you can't buy this kind of advertising at any price. Just wanted Dr. Bontis to know that I personally very much enjoyed his dynamic and refreshing presentation and that his efforts and dedication are already showing rewards. This is a testament to him and his dedication*

Craig Peabody, Manager, **Treasury Board of Canada Secretariat**, Ottawa, Canada

*Nick's presentations illuminate content while challenging and enervating audiences. A presenter with flair and panache, Nick provides a learning experience not to be missed.*

Debra Wallace, Assistant to the Dean, **FIS University of Toronto**, Toronto, Canada

*Dr. Bontis is an engaging and compelling. He clearly has his finger on the pulse of key management trends in the new economy. His work on intellectual capital management is influential and important, and I expect his influence to grow considerably over time.*

Britton Manasco, Senior Partner, **The Knowledge Capital Group**, Austin, USA

*Dr. Nick Bontis is a fine presenter with a rare and deep knowledge of knowledge management, intellectual capital and organizational learning, created through a refined combination of practical business experience and serious scholarship.*

Bryan Davis, President, **Kaieteur Institute of Knowledge Management**, Toronto, Canada

*Dr. Bontis has an outstanding ability to communicate complex concepts in a simple concise manner. This coupled with his enthusiasm and in-depth knowledge enabled him to leave a lasting impression with us.*

Neel Chauhan, Analyst, **Accenture**, London, United Kingdom

*Bontis is an exceptional presenter. He provides credible, research-based content in a manner that is practical and useful. Nick is enthusiastic and engaging as he offers up several new and important ideas on the management of Human Capital.*

Michael H. Mitchell, Founder & Principal, **Greenlight Management**, New York, USA

*Nick Bontis has the remarkable ability to define, demonstrate and then scope out the issues related to intellectual capital and knowledge management in a language that is accessible to a wide range of audiences. I have seen Dr. Bontis engage senior management and speak to large groups of employees from the federal public sector and in both cases he was successful in addressing their questions and concerns about this newly emerging field. He is dynamic, pedagogical, extremely knowledgeable and easy to comprehend.*

Michelle Boulet, **Knowledge Management Advisor**, Health Canada, Ottawa, Canada

*Dr. Nick Bontis is not only an expert in the field knowledge management, but also an extremely interesting speaker. He surely knows how to catch and keep the attention of the audience.*

Dr. Ante Pulic, Professor, **Austrian IC Research Center**, Vienna, Austria

*Bontis is the kind of speaker people come to conferences hoping to hear: a speaker who combines the skill to communicate clearly and effectively, with the talent to inspire, provoke, and move his audience. Dr. Bontis is that rare coming together of energy and erudition.*

Dr. Chun Wei Choo, Professor, **FIS University of Toronto**, Toronto, Canada

*Nick is an energetic and learned speaker, who bridges the world of the academy and business. Both professor and consultant, he is a knowledgeable and engaging thinker. Dr. Bontis ranges comfortably between the theory and practice of knowledge management and makes an engaging addition to any professional program.*

Brook Manville, Chief Learning Officer, **Saba**, San Francisco, USA

*Dr. Bontis is an enthusiastic and engaging speaker on Knowledge Management. He articulates leading edge thinking on both the theoretic and practical front – advancing both the "science" of KM and its understanding by the layman. He communicates using analogies and real-life examples that make the subject of intangible assets both concrete and compelling.*

Dave Pollard, Global Director for Knowledge Innovation, **Ernst & Young**, Toronto, Canada

*Dr. Nick Bontis is worth every penny of his fee. At the Ontario Economic Summit he was given 20 minutes following a cocktail party to speak about intellectual capital in the same room where people were standing around with drinks in their hands chatting – within a minute, the room went quiet and he had us spell-bound – he's a university prof with star power!*

Edward Barisa, Chief Executive Officer, **Ontario Real Estate Association**, Toronto, Canada

*I am pleased to support the credentials and the credibility of Dr. Nick Bontis as an expert in the KM field. He is an enthusiast who can inspire people to be more involved in Knowledge Management in the global economy through his very professional presentations. He takes pains to customise his material for a particular audience and theme. He mixes very well and is a good ambassador for his profession and his country.*

Lyll Lukey, Co-ordinator, **SmartNet Workshops**, Christchurch, New Zealand

*Nick spoke to a group of business owners who have heard many "motivational" speakers. This time they were actually motivated! Nick's impressive research and his provocative and entertaining presentation left us entirely speechless, but seriously challenged. Not a single person left the room without a vision and a commitment.*

Gordon D. Miller, Owner **UNIGLOBE Premiere Travel Planners**, Ottawa, Canada

*The field of KM is both vast and complex. Dr. Bontis has a unique combination of academic expertise and dynamic presentation style which makes this important new area very accessible to the corporate world.*

Frances Horibe, President, **Vision Arts Inc.**, Ottawa, Canada

*Energetic, enthusiastic and a great entertainer – a man who really knows what he is talking about.*

Ken Standfield, Director KM Research, **Knowcorp Inc.**, Melbourne, Australia

*Dr. Nick Bontis brought a rare combination of insight and entertainment to the subject of intellectual capital planning our Spring 2000 Government CIO Summit.. He achieved one of the highest session scores ever, 4.9 out of 5, from our knowledgeable and demanding audience of government Chief Information Officers.*

Steve LeCompte, Vice President, **FCW Government Technology Group**, Falls Church, Virginia, USA

*Dr. Nick Bontis has a gift for making the complex subject of human capital valuation not only understandable but entertaining as well. His presentation at our annual conference received the highest rating among a field of impressive, knowledgeable speakers.*

Gayle Selby, President, **Saratoga Institute**, Santa Clara, USA

*Professor Bontis' presentation style was very inspirational and fuelled even more my desire to pursue a life long career in KM and related disciplines of organizational learning.*

David Lett, Principal, **SYSDOC**, London, UK

*Dr. Bontis' presentation at the V° International Human Resource Conference held in Buenos Aires, Argentina was a great success. It was full of interesting concepts and was greatly enjoyed by all the participants not only from the content point of view but also for the way it was delivered. He is an outstanding speaker who contributed enormously to our event.*

Alejandra Saggese, Director of Learning Solutions, **AMA - Latin America**, Buenos Aires, Argentina

*With changing demographics, markets and technology such enormous issues for credit unions, I've booked many academic experts and business strategists as presenters at our conferences. None have connected with the audience with the ease that Dr. Bontis did. I was awed by his ability to zero in on the specific aspects of the knowledge revolution that are most relevant to our industry. The fact that delegates were charged up and receptive after his thought-provoking address enhanced the impact made by subsequent speakers. He garnered record- high marks on our delegates' evaluations. Reaction was unanimously positive, with a whopping 80 percent giving his presentation a "5" - the highest possible rating. He was complimented on his engaging speaking style and ability to inject some humour into the proceedings. Many delegates went out of their way to comment on the strength of his address.*

Gayle Stevenson, Manager, **Credit Union Central of BC**, Vancouver, Canada

*Dr. Bontis was the highest rated speaker at the 3rd Annual Canadian Knowledge Management Conference hosted by Infonex. On a scale from 1 to 10, he scored an outstanding 9.56, whereas the average speaker evaluation score was 7.65. The audience indicated a very high level of interest in the issues that he addressed.*

Christopher Graham, Vice President, Conference Development, **Infonex**, Toronto, Canada

*Dr. Bontis' presentation was right on target. It aligned very well with the workshop theme proposed to the delegates. Several conference delegates commented to us that they found his discussion on measuring knowledge very insightful. Some of the comments include: "Nick is a wow!"; "extremely knowledgeable and enthusiastic"; and "intelligent and good sense of humour". His presentation received one of the highest ratings.*

Natalie Gagnon, Research Associate, **The Conference Board of Canada**, Ottawa, Ontario, Canada

*Dr. Nick Bontis' keynote at Information Highways 2001 was unanimously declared "excellent" by all attendees. His presentation was dynamic and entertaining yet contained a good deal of substance. He used well-crafted visuals and presentation techniques to explain very complex concepts in a straightforward manner and impressively combined solid research results with practical advice. Everyone carried away plenty of inspirational, thought-provoking ideas that could be applied back at the workplace.*

Vicki Casey, Director, **Information Highways**, Toronto, Canada

*Dr. Bontis has energy, passion and a well-honed intellect. He is a pioneer in the field of knowledge management and just the kind of individual needed to make business sit up and listen.*

Graham Westwood, President, **Domain Knowledge Inc.**, Toronto, Canada

*If knowledge management hasn't made the top ten list in your organization's strategic priorities because your senior management still doesn't get it, at the very earliest opportunity, send them to the next workshop given by Dr. Nick Bontis – or better yet, get him to make a house call. A recognized leader in the discipline of intellectual capital management, Dr. Bontis delivers an engaging and insightful presentation. No one walks away without understanding the urgency of embedding KM into the organization's vision and business strategy.*

Mary Hum, Senior Manager, **PricewaterhouseCoopers LLP**, Toronto, Canada

*Dr. Nick Bontis is a true global knowledge leader. He is the first PhD graduate in the world on the subject and has – as a most admired teacher -- pioneered courses and conferences on the subject that have become world renowned. He is both an appreciated and an awarded speaker around the world advocating this new knowledge economy. He is also continuously and successfully pioneering new research.*

Leif Edvinsson, Global Knowledge Nomad, **Universal Networking Intellectual Capital**, Stockholm, Sweden

*Bontis has justifiably developed a solid reputation both as a rigorous thinker and researcher in the area as well as an insightful and engaging presenter of new perspectives on the organization. He continues to make a very important contribution to this emerging domain.*

Hubert Saint-Onge, Partner, **Saint-Onge Alliance**, Waterloo, Canada

*The transition from the industrial paradigm to one focused on knowledge is more than a "mind-shift" it creates a need for a new kind of person, one who takes others with him by engaging their worldview. Nick does this when he talks Knowledge Strategy, opening this new world to his audience by making it human and accessible. In a field in danger sometimes of being overrun by recycled informationalists re-bottling the same offering in new ways, true apostles of the new age are rare.*

James van der Westhuizen, Principal, **KnowHouse**, Johannesburg, South Africa

*Changing everyone's paradigm is tough job. Nick Bontis considers this to be his "day-to-day pursuit". He stands out as a pioneer in stimulating companies to embrace the vital role of intellectual capital through his strong presence and interactive presentations to create 21st Century Companies.*

Frank Lekanne Deprez, Partner, **KPMG**, Amsterdam, The Netherlands

*Nick Bontis was one of the first academic researchers to see the value in documenting the evolution of the knowledge movement. His techniques are thorough, his insights compelling and his broad initiative to innovate within the community laudable.*

Debra M. Amidon, Founder and Chief Strategist, **Entovation**, Wilmington, USA

*Attendees gave you the highest rating of any speaker, a "world-class". Excellent! Your participation was greatly valued and appreciated by everyone who attended.*

Ronald M. Cowin, Conference Program Director, **The Conference Board**, New York, USA

*All of our speakers are experienced and professional in their own right but Dr. Bontis always stands out above the rest. The average speaker scores were 3.9 for Style and 3.8 for Content. Dr. Bontis scored 5.0 for Style and 4.9 for Content. Absolutely amazing!*

Sally Swinamer, Conference Director, **International Quality & Productivity Centre**, Toronto, Canada

*As a keynote speaker Dr. Bontis delivered a powerful, motivating and exciting presentation that challenged us as individuals and as an organization. Dr. Bontis was able to relate his knowledge and experiences to our (foodservice) industry. He also offered thought provoking insights as to how we could apply his knowledge management principles to enhance our business and achieve our full potential. Overall "Nicky B." made a very positive impact and impression and I am confident that both he and his presentation will be remembered for years to come.*

Nils Kravis, President & C.O.O. , **Kelsey's International Inc.**, YPO Member, Toronto, Canada

*I am a YPOer from the BC Chapter. My first experience with Nick was at the Canadian Conference in 2002 when he spoke there. I have to say he was probably the funniest, yet most insightful business speaker I have ever heard. This was not just my view, but I think the view of almost everyone in the room. As a result of that session, I encourage the event chair for an upcoming event I was helping with to drop the "Harvard" resource we were considering and bring in Nick. He did not let us down and produced one of the highest rated "business" events we have had in years. Nick has an amazing ability to deliver critical business content in a way that makes it fun (and at time hysterical), but gets the message across so you won't likely forget. I can recommend him as a resource with absolute confidence.*

Terry M. Holland, **Krystal Financial Corp.** Vancouver, Canada

*Dr. Bontis spoke at the 2003 Best Practices in Knowledge Management and spoke at several IQPC Canada events. Mr. Bontis always rates above conference average and has several times been given a 5 out of 5. He is a very energetic speaker and delegates appreciate his contribution and expertise.*

Michelle Tampoya, Conference Director, **International Quality & Productivity Centre**, Toronto, Canada

*I was fortunate enough to have the opportunity to see Dr. Nick Bontis, not once, but twice within a 6 month timeframe. The first session was fantastic and left me wanting to know more. Dr. Nick's mix of professional experience and dynamite speaking personality make him a must see! You leave his sessions not only feeling energized but having also learned so much about information flows or lack thereof, within a work context. The second session I attended was about causal models. I didn't know exactly what I was in for and found myself to be overwhelmed when I took a look at his handout. Within a one hour period not only did I understand his handout, but I could fully relate it to the first session and begin to realize instances of it (good and bad) within my own organization. I would highly recommend Dr. Nick Bontis to any organization wishing to improve their own knowledge transfers and management.*

Janice Brooks , **Bank of Montreal**, Toronto, Canada

*Dr. Bontis' presentation was outstanding! As a conference producer we ask our delegates to rate all our speakers. The overall average out of 10 was 7.23 which is quite high. Nick's score was 9.58 which is truly remarkable.*

Laszlo von Altmann, President, **Infonex**, Toronto, Canada

*Nick Bontis delivers a workshop on reality in the workplace. No matter what his credentials are, Nick captivates an audience and enlightens the participant by cleverly disguising the content with an entertaining delivery. If you go to one self help seminar this year, make it this one. His energy is matched only by his wit and the relevance of his message, and he will no doubt leave a lasting positive impression with you and your staff.*

John Baxter, Internal Auditor, **Royal Bank**, Toronto, Canada

*Nick provided a stimulating and dynamic presentation on a very difficult area of interest for the RCMP. He created excellent understanding and initiated some important discussions on the topic and process. Thank you and well done.*

Geoff Gruson, Deputy Commissioner Strategic Direction, **Royal Canadian Mounted Police**, Ottawa, Canada

*I didn't get a chance to talk to you yesterday but I just wanted to thank and congratulate you on your amazing seminar at the CCGD conference. It was very enlightening for me. I am a firm believer in the Sam Walton phrase, "Learn all you can, share all you know".*

Peter Brisbois, Customer Marketing Manager Tropicana, **Quaker Tropicana Gatorade**, Toronto, Canada

*I found the presentation that Dr. N Bontis gave on Knowledge Management and his predictions for the future to be highly energized, informative and inspirational. He is a very dynamic speaker with a great message of a challenging yet positive future. The audience seemed very involved, entertained and appreciative of Dr. Bontis's style, wit, and message. By far the loudest and most joyful applause of the ARMA conference went to Dr. Bontis.*

John T. Wilson, Record Systems Analyst, **Calgary Board of Education**, Calgary, Canada

*Good Morning Nick, I attended your presentation yesterday. It was an absolute pleasure to listen to you talk. It is amazing what you talk about makes such common sense with so few companies looking at knowledge in that way. The succession plan is also a very important step for companies as well. I have seen this in working with Honda a few years ago where a person was getting a promotion and he had to train his replacement for 2 years. Keep up the great work and I look forward to listening to you talk in the future.*

Daniel Collins, Key Account Manager, **Retail Food Brands**, Toronto, Canada

*Thank you for your contribution to the IC Congress! Your presentation was the highlight of the conference according to the "grapevine"! Your slides were filled to the brim with content, yet you were able to set a tone of closeness and warmth which then continued to characterise the whole congress. I and the organisers owe you a lot for this!*

Karl-Erik Sveiby, Principal, **IC Partners Helsinki**, Helsinki, Finland

*Dr. Bontis' depth of knowledge and engaging presentation style on the aspects of Knowledge Management is unparalleled. Dr. Bontis is a "must" for any event on Knowledge Management - at our recent event he captivated the audience during his presentation and provided all participants with valuable food for thought on Knowledge. Dr. Bontis provided us with the kick start needed to engage all employees and management in realizing the importance of knowledge management and organizational learning to our organization.*

Dave Goods, Director Government On-Line Project Office, **Environment Canada**, Ottawa, Canada

*Dr. Nick Bontis wowed our Management Team with his presentation on Knowledge Management. He is an informative and entertaining speaker with a very powerful message. He left everyone in the audience asking questions and wanting more. I highly recommend him as a speaker – just don't be the one to present after him, he is a tough act to follow.*

Anna Grolle, Director of Corporate Operations & HR, **Cactus Restaurants**, Vancouver, Canada

*I looked back over the participant feedback comments (which was optional) and have pulled out a sampling for you: excellent leave behind knowledge; best I've enjoyed through YPO; tremendous presentation; dynamic and well organized; thought provoking; fantastic; excellent topic and phenomenal delivery; very appropriate and key to awakening new management priorities; fabulous speaker and great presence. From my perspective as the meeting planner of the event, Nick was a pleasure to work with. He was well prepared, very low maintenance and delivers a high voltage, content-rich presentation. It is always a challenge to find new, interesting and thought provoking speakers for a YPO audience, given that they have had so much exposure to so many events. Nick proved to be an excellent fit for this group.*

Andy Weinkove, Meeting Planner, **Young Presidents Organization**, Niagara Falls, Canada

*I organized a YPO program with Nick as the keynote speaker. The event was very well received and Nick was considered to be among the better speakers ever invited to present to our group. He was dynamic, entertaining, and thought provoking. He did a great job.*

Paolo Kalaw, CEO, **DTI Dental Technologies**, Vancouver, Canada

*When I began putting a speaker series together the name at the top of my list was Dr. Nick Bontis. Dr. Bontis did not disappoint. His presentation is packed with information and insights, and gives you a real sense of not only the topic but of the man. One of the most memorable presentations I have heard.*

Gordon Neufeld, Principal, **The Best-Half**, Hamilton, Canada

*Dr. Bontis' enthusiasm and eloquence filled me with electricity – I could feel the learning happening at a cellular level in my body.*

Dan Randow, Director, **GroupSense**, Christchurch, New Zealand

*I thought Dr. Bontis' presentation was energising and his content thought provoking and leading edge.*

Terry Neill, Managing Partner, Knowledge Management, **Accenture**, London, UK

*Nick's speaking style is engaging, his material is rock solid, and his enthusiasm is positively contagious!*

Verna Allee, President, **Integral Performance Group**, Walnut Creek, California, USA

*Dr. Bontis has the rare combination of an outstanding and engaging presentation style together with the academic brains to back it up. He is inspiring, motivating, and quite frankly, a brilliant role model in the knowledge world.*

Rob Crawford, Partner, **KPMG Consulting**, Vancouver, Canada

*His delivery, ability to relate and communicate to the audience was crafty and clever.*

Margo Stutesman, Business Alliance Manager, **SAS**, Cary, North Carolina, USA

*Knowledge Management is not a new topic and is generally viewed as adding value to information. But Dr. Bontis' approach with his dynamic presentation demonstrates that KM is in fact part of our daily work. He shows us how we can contribute individually to make it part of our organizational culture thus deriving all its benefits in simple actions.*

Thierry Chen, Senior Business Analyst, **Environment Canada**, Ottawa, Canada

*I went into the Nick Bontis presentation expecting a stimulating discussion that covered the genesis of knowledge management as well as its applicability in the enterprise given its growing prominence. I was not disappointed. Dr Bontis delivered a thorough and thought provoking presentation that was well crafted and insightful. I particularly liked the stats he had researched which are ample reason to enlist knowledge management solutions and his clever analogies for the flow of knowledge across the organization.*

Ken Gikunda, Business Analyst, **TAP Ventures**, Vancouver, Canada

*I was fascinated by Dr. Bontis' presentation on KM. It was not only entertaining but also had wonderful content and examples that the students could relate to easily. I have attended expensive conferences in the US, Europe and Canada over the past 20 years (e.g., Conference Board, HRPAO, IBM and SHRM) and I felt he was better than other big names who present there. With teachers of his ability, entrepreneurship, and energy, it makes me proud to sell the McMaster Business School to all of our alumni and stakeholders as one of the world's best.*

Maurice Dutrisac, President, **Alumni Association McMaster Business School**, Hamilton, Canada

*There are very few people I have met so far in my life that have left a such a strong impression in my mind .... Nick's presentation this morning was dynamite and it certainly sparked a real interest for me to want to learn more about his area of expertise. I arrived back to work with a feeling of enthusiasm and a recharged passion for what I do. After listening to Dr. Bontis, I found myself so excited to think about all of the interesting areas of work and research that are out there and I trust that one day I will challenge myself to explore all my options. Thanks again for opening my eyes to new ideas and possibilities.*

Bev Jones, Human Resource Administrator, **Omista Credit Union**, Moncton, Canada

*Prof. Nick Bontis is a leading expert in the field of IC specifically as relates to the leveraging of human capital through structural capital and into value. Nick produced the first Ph.D. thesis on IC in the logical positivistic School. Dr. Bontis is continuing to make important contributions to the IC field using communication channels appropriate for the speed at which the field develops.*

Industrial Professor Göran Roos, Chairman, **Intellectual Capital Services Limited**, London, UK

*My wife just burst in the door, gushing about the speaker that she had heard at the CCGD conference in Mississauga earlier today. She said that I MUST contact you. It is rare that either of us even remembers what was said (or who said it) after one of these all-day affairs; usually my eyes are rolling around in the back of their sockets and drool is running down my right cheek by about 1:30 or so. You, however, captivated her. She felt confident that your message would be as relevant to a small group like ours (under 20 employees) as it was to the 1,300 who heard you speak today.*

David Frank, Partner, **Bell Financial**, Toronto, Canada

*When it comes to knowledge-sharing, I have heard no one with as much expertise and enthusiasm. Dr. Bontis is a public speaker with extraordinary talent.*

Mady Gorrell, Director, Corporate Communications, **BrassRing**, San Francisco, USA

*Bontis' presentation was insightful, challenging to my basic assumptions, extremely dynamic, tremendously well-focused to the audience, very practical and evangelistic to the KM movement. He delivers true wisdom. I felt motivated to carry the message to almost anyone who would listen. Further, Nick made me want to learn more. It was a real treat. I would be more than honoured if Dr. Bontis would speak for us again.*

Pat Selden, Executive Producer, **The Strategy Institute**, Toronto, Canada

*Your captivating and passionate lecture this afternoon has truly inspired me. For many years I've held an awareness that I have had something more to offer to this world. Exactly what it was eluded me, until now. I see the imminent change you speak of, and I am excited about the possibilities. Thank you for your insight, energy, and time. It has made an important transformation to my life.*

Danielle Durand, Manager, **Coast Hotels**, Calgary, Canada

*Professor Bontis' style of humour and talent for forcing the audience to think differently was of great benefit to both us and our vendor partners. The feedback we received has been especially positive – a completely new view on the power of information, and on how organizations can be left behind should they decide not to change. Professor Bontis challenged the audience with the concept that companies can use collective information and knowledge for a competitive advantage. We would recommend Dr. Bontis to any organization that wants to challenge their people, and learn how to harness the power of knowledge within their organization.*

Clint Mahlman, Vice President, **London Drugs**, Vancouver, Canada

*I was in attendance today at the conference and was astounded by your presentation. I've been to a lot of these events, and invariably the keynote speaker is either entertaining or educational. Until now I've never seen both. So, thanks very much for your time, I think a lot of people took a lot away from it.*

Dan Plawiuk, Manager, **Van Houtte Coffee**, Toronto, Canada

*I want to thank you for your great presentation to us. I came away with some great new perspectives on some very interesting and important issues. I have already started on your list!!! In fact, I have dusted off the speed-reading books and tapes that I bought some time ago and have been procrastinating on ever since. As someone who experiences a lot of such meetings (I have had my UNIGLOBE business for 23 years now), I can candidly say that I do not recall as energetic or interesting a presentation. You did a great job of presenting and making interesting what could be "dry" material, and you did it in world-record time! I am now going to do more research and also I will share my insights with colleagues and my management team.*

Mike Foster, Owner, **UNIGLOBE Instant Travel Inc**, London, Canada

*I just wanted to say thank you for a very interesting and engaging VoIP seminar that you presented in Vancouver. Being that I'm in sales and not really that technically savvy, but do need to keep up on new trends etc, I usually find myself glazing over after about 10 minutes of a technical presentation. Your seminar kept me engaged and you related it in such a way that even us non-techies could completely follow it ... again thank you!*

Jocelyn Rheault, Sales Manager, **InfoChip**, Vancouver, Canada

*With impressive credentials, Dr. Bontis is invigorating and captivating. He delivers with a sense of humour and energizes your brain to a higher level.*

Vrishti Singh, Senior Project Manager, **Bank of Montreal**, Toronto, Canada

*Nick did an incredible job presenting to our group. He is extremely professional and designed his presentation to meet our needs and ensure it fit with the objectives of the conference and the atmosphere in the room. He entertained, provoked much thought and discussion, and left us with some concrete tools and ideas to make our organization better. We look forward to seeing him again.*

Ed Jager, Senior Business Analyst, **Parks Canada**, Ottawa, Canada

*You have to hand it to Nick Bontis for exceeding already high expectations. It was with no small anticipation that I, generalist policy wonk and admitted techno-peasant, toughing-out Day Two of a conference amidst a sea of IT and IM professionals, looked forward to his presentation. Now, here at last, was an accessible (and dear) subject for this wretched non-techy, that would be delivered by a guy whom I had heard called one of KM's foremost authorities and practitioners. So I was expecting to experience a rich, stimulating and thought-provoking presentation. But what Mr. Bontis managed to accomplish – by whipping together a captivating intellectual gumbo that mixed pinches of pantomime, humour, irony and compelling stories, all delivered with the fervour of a seemingly incorrigible optimist, (with the worldliness to temper views of a shining future with some 'wicked' little insights into the more self-serving side of human behaviour) – was a surprise and a rare gift. There aren't a lot of people that can pull off this kind of performance and remain credible. Perhaps that's the best compliment I can pay Nick Bontis – he is a very bright, very funny, apparently genuine guy who has a lot to say about a subject that increasingly bedevils this crazy world we are challenged to figure out.*

Steve Sullivan, Senior Policy Analyst, **Agriculture and Agri-Food Canada**, Ottawa, Canada

*Dr. Bontis is a charismatic speaker with captivating style. He has an ability to weave detailed concepts with practical examples, leaving his audiences with meaningful, applicable and memorable knowledge that can only benefit their work and their organizations. Knowledge management is a resourceful key to success and Dr. Bontis has opened the door to a new approach with unique insight into the leading role of technology in the future of our business and personal lives.*

Randy Borron, Vice President and Director, **Royal LePage Commercial**, Toronto, Canada

*Nick was a consultant on a project I lead for a major property and casual insurer, and I found him to be an extremely knowledgeable resource. He is a great presenter – full of energy and enthusiasm for his topic – and he offers credible research to back up what he has to say. We would hire him again.*

Kaye Vivian, Director Strategic Intelligence, **The Hartford**, Hartford, USA

*Let's face it, Dr. Bontis has supreme confidence in his ability to engage an audience. I mean who else gets up in front of a crowd of 1,400 (just AFTER they've eaten lunch) and begins to talk while half the room is already healthily engaged in idle conversation. Most speakers I've ever seen have either waited in silence like an elementary school teacher, or they "ahem" their way to audience attentiveness. Dr. Bontis just started talking once on stage and within 30 seconds the entire room went from 'chatter-chatter' to complete silence. After 5 minutes people were afraid to cough in fear of missing something he said. The information given during the entire day-long staff meeting was interesting and relevant – and so was his keynote session – but the difference is HOW he engages people. Dr. Bontis is what people mean when they say that someone is dynamic.*

J.P. Surette, Labour Unit, **Human Resources and Skills Development Canada**, Ottawa, Canada

*I had the pleasure of attending the keynote address by Nick Bontis at the Government of Canada's IM Day 2005. It was a great way to kick off the day. Back by popular demand, this was a repeat performance for Dr. Bontis as keynote speaker at IM Day. The audience appreciated his wit, energy and insight. Dr. Bontis brought us back down to basics with an astute analysis of user expectations and behaviour.*

Louise Houston, Manager, Information and Library Systems, **Supreme Court of Canada**, Ottawa, Canada

*Nick, I would like to personally thank you for your presentation to HRSDC's "Investing in People" conference. You brought your boundless energy and vast knowledge to help make this event a resounding success. Your contagious enthusiasm captured the attention of the audience, helping us to place our daily challenges in the context of global change, and engaging us in a fun and exciting way. I have seen you speak on many occasions, and am always amazed at how each time you arrive with a dynamic presentation and leave behind laughter, applause and new ideas.*

Alan Nymark, Deputy Minister, **Human Resources and Skills Development Canada**, Ottawa, Canada

*Immediate feedback indicates it was one of the most well received presentations we have offered in many years. The subject matter was fresh, the pace was perfect and your own energy level was infectious. For the duration of the convention, delegates were quoting your presentation and engaging in considerable discussion about it. One of a meeting planner's most challenging tasks is to find speakers from event to event that bring something new to the audience, either a new subject area or a new way of looking at things that can captivate an audience. Your presentation met these objectives and more. Knowledge management is a relatively new idea to our industry. After your presentation however, it is clear that many will pursue further some of the subjects you raised in the context of how they can improve their businesses. My only regret about the presentation is that we only gave you about 90 minutes to introduce a huge new subject area. Recognizing that we have only scraped the tip of the proverbial iceberg, I do hope to have you back to the ORBA convention next year to speak to members directly about how they can begin managing their corporate knowledge pool to enhance their productivity and efficiency. Thanks again for an extremely interesting and very professional presentation to ORBA members. We look forward to working with you again in the future.*

Rob Bradford, Executive Director, **Ontario Road Builders Association**, Toronto, Canada

*Nick Bontis is a truly remarkable man. He has worked with our small health care organization and shared KM and intellectual capital with all levels of our staff. His passion, absolute credibility and commitment to our journey have inspired us. We have been working with him since 2001 and look forward to many more joint endeavours.*

Mary Raithby, Executive Director, **Country Terrace Long Term Care Home**, Komoka, Canada

*When I say "thank you for last night" I absolutely mean the enlightening, eye opening, and super fantastic presentation that I had the opportunity to enjoy last night at MPI's first meeting of 2006. WOW, what a way to start the new year. Just wanted to let you know that you have given me a "mental hernia" and I haven't stopped thinking about all that you had to say. I brought the handout back to my office, and I am now trying to implement some of your strategies in my everyday life. Again, thank you so much...you are great at what you do. Not to mention extremely funny!!!*

Rosanna Foti, Business Development Manager Canada, **Puerto Rico Tourism**, Toronto, Canada

*During our Government of Alberta Supervisor's Conference, Dr. Bontis' keynote presentation engaged the audience as demonstrated by participant feedback such as: "Dr. Bontis was amazing", "His knowledge mixed with his energy was a great way to start the morning", and "Excellent speaker – engaged audience in light hearted humorous ways while sharing important information" Other quotes from participants included: "A hugely dynamic speaker! We need him at 6-month intervals!! Very invigorating talk. No wonder he is highly regarded as a professor", "Normally I find inspirational speakers to be plastic and not true. Dr. Bontis was different. He was engaging and managed to keep my attention from start to finish. I laughed hard, and also learned much. Not to many people can leave you laughing, inspired, and educated", and "What a smart man! I wish I was one of his students. He has a lot to teach the rest of us."*

Andrea Hayes, Employee Engagement Consultant, **Government of Alberta**, Edmonton, Canada

*Dr. Nick Bontis sure hits the MARK! Never before has the pace of change become more rampant and rapid. Nick's presentation and style energized and inspired the team while giving us specific actionable steps to apply in our daily life. It was much more than just a keynote presentation. I have no doubt that Nick's contribution will have a lasting and noticeable effect on myself and my team for years to come as we continue to "Embrace Change Through Leadership!"*

Mark Outram, Director of Pharmacy Operations, **A&P Drug Mart Limited**, Toronto, Canada

*Nick is absolutely one of the best public speakers with whom I've ever worked. He appeared at one of our conferences and scored off the charts. A true intellectual and "Renaissance" man, Nick is an expert communicator.*

Mike Dover, VP, Syndicated Research, **New Paradigm**, Toronto, Canada

*Dr. Bontis' work is a significant breakthrough in quantifiably defining the benefits of knowledge and information management. His methods, which are grounded in well-defined and accepted mathematical approaches, are uniquely applied to real business applications. He provides much-needed expertise for organizations to determine the most beneficial budget allocations for various HR and KM initiatives. Using these techniques may help us from "flying blind" and trying to guess at the most appropriate approach to addressing fundamental business and human performance problems.*

Greg Reid, CEO, **InFuture LLC**, Andover, USA

*Thank you for your presentation at our Customer Focus meeting. You did an outstanding job! The best speaker I've seen in 15 years! From humorous to inspirational speaking you have offered a motivational message like no other. You have brought excitement, expertise, and inspiration to the members of our group. Your topics were key in opening the mind with refreshing thoughts and visual gestures. On behalf of Cascades Boxboard Group, I wish you continued success and would happily recommend you to anyone looking for quality motivational speaking. You contributed greatly to the success of our meeting. Looking forward to the next opportunity to work with you!*

Mark P. Roy, VP Sales & Marketing, **Cascades**, Montreal, Canada

*Imagine a group of senior executives, who having arrived from all parts of the globe; spend a long day actively involved in intense workshops determining what the best Knowledge Management solutions were for their firm. Perceive the group dinner that night where these same executives are feeling wrung out, jet lagged and exhausted. Then: Nick Bontis stands and delivers a speech on "Thinking Ahead: Taking the Knowledge Journey". Within seconds these same executives are brighter, engaged, enthused and full of new thoughts for the future of the firm and are very ready for day 2 of the workshop. There are very few people in this world that are as engaging and as knowledgeable as Nick, never ever miss an opportunity to see him in action.*

Peter Dyson CEO, **SKA Learning**, Victoria, Australia

*Expectations were high for Nick's session at the HRP AO Talent Management Conference, but they were indeed surpassed! Dr. Bontis was as clever and provocative as ever. He challenges HR professionals to be the best business partners they can be, bringing seemingly complex points home by employing relatable analogies and injecting a healthy dose of humour. You cannot help but want to implement what you have learned and share it with others. Nick Bontis is a must at every conference, but other presenters beware: You do not want to follow him.*

Lisa Padula, Director, Organizational Effectiveness, **Yum! Restaurants International**, Toronto, Canada

*Thank you for following up on Dr. Bontis' speaking engagement at our leadership meetings. He did a great job! Very energetic at exactly the right time. I continue to get positive feedback from the attendees. He is entertaining and very knowledgeable at the same time. His presentation style is indeed quite unique. Thank' s again for all your efforts in helping me find the right fit for our needs.*

Marissa Poratto-Cleghorn, Manager Business Information, **MDA MacDonald Dettwiler**, Richmond, Canada

*I thoroughly enjoyed your presentation today in Kingston, Ontario at St. Lawrence College. Of all the numerous seminars I have attended including some by Zig Ziglar and Tony Robbins, I found yours to be the most dynamic and entertaining from an intellectual and presentation basis. I was most impressed with your double algorithm module.*

Perry Windsor, HR Manager, **Ludlow Technical Products**, Gananoque, Canada

*I thoroughly enjoyed and was intrigued by your comments made at the Valley Business Conference in Fresno California last month. I believe that your assessment of future skills' needs is right on and have already used your rationale to support my statement that people should invest in themselves – it will provide the best return on investment that they'll ever get.*

Bill Syvertsen, Professor of Business Administration, **Fresno City College**, Fresno, California

*It was my pleasure to meet with Dr. Bontis at the PMAC event in Niagara Falls. Personally, I thought Dr. Bontis represents new age thinking in a way never before approached in Canada. His insight into practical every day matters and how KM process is key to human life makes him an asset to Canada. His vivaciousness and positive energy set him apart from others and his approach reminds me of Malcolm Gladwell. He connects with the audience in a Clintonesque manner.*

Sankar Krishnan, SVP/Director & Trade Finance Head, **Citigroup**, Toronto, Canada

*Nick Bontis is quickly becoming one of our great Canadian Leaders. His charisma on stage must be seen in person to appreciate a universal message that encompasses all segments of business. Nick is truly one of the best speaker's available, to deliver an extraordinary philosophical message suitable for any event.*

Stephen Bauld, Vice President, **Ontario General Contractors Association**, Mississauga, Canada

*If you need a speaker, Nick is your man. His 90 minute presentation went by in a flash, absolutely fantastic. Listening to him for another 90 minutes would have been easy. Without any hesitation I would attend his presentations again & again. You will not be disappointed.*

Barry Wyner, Director, **Altus Group Limited**, Toronto, Canada

*On behalf of the Edmonton Police Association, I want to express my sincere thanks to you for coming to Edmonton to present to our members. Your reputation as an effective and dynamic speaker who captivates and engages an audience preceded you; however, your performance, energy, and passion for knowledge management exceeded our already high expectations. Your presentation was extremely informative, thought provoking, and quite the revelation in terms of what to expect in the coming years with all the technological advancements in the world and in terms of the capital knowledge currently held in our own organization and in our police service. You delivered a significant message which was exceptionally timely, especially given the global trend surrounding employee retirement and retention issues. Your academic reasoning that underpins and supports the philosophy of knowledge management and intellectual capital resonated with our members, particularly in achieving a balance of sustainable capital knowledge within an organization. Your passion and zeal for this very unique discipline shone throughout the presentation and your unique, no frills, gimmick free delivery was very refreshing. The time flew by in what seemed like a few minutes and the audience was left wanting more. I would have no hesitation in recommending you to any organization that is seeking to understand intellectual capital in order to increase performance and productivity.*

Michelle Stolarchuk, Director, **Edmonton Police Association**, Edmonton, Canada

*It has been our pleasure to work with you during the preparation period in advance of the conference and on-site during the event. Keynote speakers are a critical component for a professional conference and a major draw factor for registrations. Our registration numbers exceeded our expectations and we believe our program was the draw factor. The more than 700 delegates who attended the "World of Opportunity" conference rated it as one of PMAC's best yet. The evaluation results for all four of our keynote speakers were 'excellent' and your session was specifically noted as exceptional. We thank you for your contribution toward such a memorable event. Once again, please accept our gratitude for your participation in the PMAC annual conference.*

Emily Eyre, Conference Co-Chair, **Purchasing Management Association of Canada**, Toronto, Canada

*Dr Bontis' presentation on improving leadership skills within your organization is a must see for anyone in management positions or aspiring to be. His knowledge and understanding of the concepts of intellectual capital management are only surpassed by his delivery and zest as a communicator. We strive to bring the best possible information the busy Fire Chiefs of the Canadian Fire Service in order to better prepare them to meet the new challenges they face. Nick delivered the importance of being organizationally sound and prepared in a way that flawlessly related to the Fire Service. I was impressed by how quickly he created a bond with the group. The final result, a standing ovation! Great work.*

Pierre Voisine, Manager, **Canadian Forces Deputy Fire Marshal**, Ottawa, Canada

*I first met Nick Bontis in 2005 at a Coast Hotels & Resorts Sales retreat. All of us left the room chuckling and floating with new knowledge which is exactly the way one should feel after a 3 day conference but rarely does. Recently I had the pleasure of recommending Nick to a key account who was overwhelmed by the speaker options available. I was thrilled to learn they had booked him strictly on my word and invited me to attend. This time I was introduced to even more fascinating stats with which he amazes his audience. My client was thrilled. Thanks Nick!*

Monica Zeniuk, Sales Manager, **Coast Edmonton Plaza Hotel**, Edmonton, Canada

*I had the privilege to attend Dr. Bontis' presentation at an Executive Forum of the HRPAO. Dr. Bontis is an unsurpassed speaker who challenges status quo while bringing potential complex issues to actionable objectives. An entrepreneur at heart, his enthusiasm and passion is contagious. You can't stay indifferent when you come in contact with this individual.*

Josee Dykun, Vice President, Human Resources, **Yellow Pages Group**, Montreal, Canada

*Nick Bontis is not your normal PhD, Nick is one of North America's best and brightest and definitely cutting edge. We found Nick to be extremely insightful and above all entertaining!*

Brent Gingerich, President, **Entrepreneurs Organization**, Toronto, Canada

*Dr. Nick Bontis provided a riveting presentation during a very important high level meeting for our company. He described important strategic concepts in a simple way so that everyone understood. He also provided actionable methods to implement them easily. The results of his presentation caused a variety of significant changes including a more positive attitude among our employees as well as helping us with our integration process. For a global firm like ours, small changes make a big difference. A total of 97% of all attendees during the presentation rated his performance as either good (21%) or excellent (76%). Given the sophistication level of our audience, this is an outstanding achievement.*

Adrián Vázquez Ramírez, Planeación y Desarrollo, **Nemak**, Monterrey, Mexico

*Entertaining, engaging, and without a doubt, the most energetic keynote speaker I have ever seen. Dr. Nick Bontis captures your attention with a deep and perceptive understanding of intellectual capital. His dynamic approach in his presentations, along with his insight to rapid change in our society, will leave you amazed and full of ideas as to how to manage a fast paced business environment.*

Lou Cafazzo, Associate Director Alumni Advancement, **McMaster University**, Hamilton, Canada

*My feedback is simple. Wow. Well-done Nick. Very, very informative, funny, dynamic, interesting. Made perfect sense. Refreshing to listen to. You tapped into the frustration I feel that we (HR professionals) are often just 'spinning our wheels'! GREAT ENERGY!*

Cathy La Fontaine, Officer Program Planning & Development, **Ottawa Hospital**, Ottawa, Canada

*WOW, I thought Dr. Bontis did a fabulous job. His persona, energy and enthusiasm set the stage with a firm belief on past / present / future economics, business theory and daily occurrences that cross each and everyone's paths. I thoroughly enjoyed listening to Dr. Bontis speak and asked opinions of many attendees. They, too, thought he was very entertaining and provided excellent points to follow (and keep), and of course, always a few with constructive criticism.*

Tracy Okonski, Marketing Communications Manager, **Angiotech**, Reading, USA

*Nick Bontis is brilliant! He is one of the most energetic speakers I have ever met. Nick has the ability to bring his sessions to life. He is provocative and pushes the envelope in our thinking and how we do things. He does an amazing job in helping people focus on issues which would otherwise be brushed off as "unimportant" or "irrelevant". I have seen Nick at a few events and after every event I am left in awe of how he manages his audience and how he is able to engage the entire room. For our session, he was able to engage all levels of the organization in a fun and interactive way. He manages to create a sense of urgency and priority to the issue he is presenting. It is difficult to capture Nick's essence into words, but when trying to describe him and his presentations, the words talented and thought-provoking definitely come to mind.*

Julie A. Girdi, Chief HR & IT Officer, **Ontario Hospital Association**, Toronto, Canada

*Having hired Dr. Bontis for both our Century 21 Canada Conference, and for our UNIGLOBE Travel International top franchisee event in the past, I can say that he received some of the best Event Reviews we've ever had from the attendees of these two recurring events. Additionally, through my membership in YPO (Young Presidents' Organization) BC Chapter, I have also had the pleasure of seeing Dr. Bontis deliver two different Presentations, both of which were extremely well received by a good cross section of some of the best business minds in the province. As such, if are still considering working with Dr. Bontis, I highly encourage you to do so – your audience will not be disappointed.*

Martin H. Charlwood, President, **Uniglobe Travel & Century 21 Canada**, Vancouver, Canada

*Nick Bontis is a high energy, provocative speaker who helps teams understand and embrace the rapid pace of change. It's not surprising that his students and corporate audiences love his presentations – they are full of insight and passion.*

Stephen D. Graham, Executive VP Corporate Marketing, **Rogers Communications**, Toronto, Canada

*I thought your presentation at the Government 2.0 meeting the other day was the best of the bunch! Really great stuff and your presentation was so engaging.*

Steven Green, Manager Cabinet Office Communications, **Government of Ontario**, Toronto, Canada

*Thank you Nick for your highly positive presentation at the National Conference of the PMAC I attended in June, 2007. I really appreciated the way you managed to get the serious points across while maintaining the light-hearted atmosphere. Everyone felt comfortable and I am now actively taking a reading and comprehension course. Looking forward to seeing you again at a future conference.*

Glynn Hancott, Purchasing Manager, **Ministry of Health and Long-Term Care**, Toronto, Canada

*I have contracted Nick Bontis to present on a number of occasions on a variety of business and government topics related to IT and HR and their ultimate impact on competitive advantage. His performances are always eye-opening and typically rated at a par with our top speakers. His innovative content is solid, his energetic style is engaging and he uses humour to great advantage. He has never let us down.*

Don Tapscott, Chairman, **nGenera**, Toronto, Canada

*As the keynote speaker at the 2008 Northeastern Ontario Fire Education Conference in North Bay, Ontario, Dr. Nick Bontis' energetic delivery of his informative and thought-provoking 90-minute presentation was easily the highlight of the conference. The 450 delegates, spell-bound in attentiveness to the key messages pertaining to knowledge and intellectual capital within organizations, gave him a spontaneous standing ovation. In the written evaluation of this presentation, delegates used superlatives such as "awesome", "excellent X 4 and X 7", "amazing", "informative", "humorous", "perfect", "entertaining", "captivating", "a great mix of comedy and seriousness", and "worth every cent you spent". I highly recommend Dr. Nick Bontis as an extremely knowledgeable, engaging, and dynamic speaker.*

Dr. Fred McLennan, Principal, **Ontario Fire College**, Gravenhurst, Canada

*I have conducted these Professional Development days for my staff for 5 years now. To date I have never received such an overwhelming positive response from the participants. Comments like, "best Speaker yet", "Dr. Bontis was engaging, informative and Dynamic", "we want to hear Dr Bontis again", are but a few of the positive unsolicited comments I received. Personally I found your presentation and delivery to be refreshing, extremely relevant and entertaining. Hard to believe how much information was exchanged in such a short period of time. Thanks again and we will be seeing you again soon.*

Tony Tollis, Director Budgets and Finance, **City of Hamilton**, Hamilton, Canada

*Dr. Bontis was by far the most popular speaker at our tradeshow. His insights were engaging, thought provoking and at the same time highly entertaining for our diverse group of delegates. At his conclusion, he left attendees wanting more.*

Tamera Olsen, Executive Director, **Mortgage Brokers Association of BC**, Vancouver, Canada

*Nick spoke at the 2008 HRIA conference as a keynote speaker. Nick's approach was superb in taking some highly statistical information and making it very understandable (and humorous!) to everyone. I highly recommend him to anyone looking at booking Nick for a keynote address.*

Chantelle Pinder, VP HR, **Calgary Winter Club**, Calgary, Canada

*Dr. Bontis is a quantum-thinker, pushing your grey-matter harder to think about the pace and promise of the future both in both business and society. He'll take you on a fact-based journey that spans millennia, exploring the power of the human-mind and its connection to global and accelerating trends in information, communication, industry and technology. He will educate and entertain, leaving you awe-struck and eager to think about tomorrow, today.*

Kent Hatton, Brand Group Director, **Energizer Canada**, Toronto, Canada

*Dr. Bontis is a globally recognized expert in his field of study. He is even better as a speaker and moderator. He has the rarely-perfected, highly-valuable ability to give his extensive understanding of intellectual capital a very practical perspective. He lights up a room with his enthusiasm and keeps things alive, relevant and provocative. He challenges the mind and causes everyone in his audience to think hard about ways to raise their game.*

Darryl White, Executive Managing Director, **BMO Capital Markets**, Toronto, Canada

*Nick has a rare combination of energy, humour and intelligence that make him a great speaker, and his area of expertise – knowledge management – is timely and one that any group would benefit from hearing more about.*

Carolyn Rogers, President and CEO, **Hydroxyl Systems**, Victoria, Canada

*Dr. Nick Bontis combined energy, dynamic delivery and world class content to kick off our annual national conference. He engaged and energized our members, but more important he challenged them to think and act in response to the rapid changes affecting our communities and our organizations. We could not have asked for a better speaker to launch our annual conference.*

Dan Clement, VP Learning, **United Way of Canada**, Toronto, Canada

*Dr. Nick is a high energy and provocative speaker who engages his audience to break previous thought patterns and consider new paths to improved performance.*

Court Carruthers, President, **Acklands-Grainger**, Port Coquitlam, Canada

*Nick Bontis is an incredibly engaging speaker. In a very unique and dynamic manner, he bridges academics, business and "real life" knowledge. He made me think differently. His knowledge and energy is contagious. His presentation compelled me to talk to my wife about some of his thinking!*

Greg Hicks, Chief Operating Officer, **TSC Stores**, London, Canada

*On behalf of the Conference Board of Canada, I would like to thank you for your participation in our annual Top Talent conference. This event was rated exceptionally well by our delegates and we truly value your contribution to its success. Your presentation was masterful. The audience greatly appreciated your perspective on the challenges they face as change accelerates in their environment and the steps they can take to build continued success. Thank you for providing our delegates with considerable value at this event. I am certain they will find plenty of opportunity to apply what they learned upon returning to their respective organizations.*

John Brewer, Executive Program Developer, **Conference Board of Canada**, Toronto, Canada

*Exciting, engaging, intelligent, energetic, straightforward, insightful, dynamic, fun – these are some of the comments we have received from our participants following Dr. Bontis' presentation of "Leadershift" at our annual HR Conference. His seamless presentation enthralled the crowd, and kept everyone tuned in and engaged. Even when challenged by one of the participants, he rose to the occasion and went above and beyond our expectations.*

Roman Turchyn, VP Human Resources & Business Ethics Officer, **L-3 Wescam**, Burlington, Canada

*Thanks Nick. When I was in the office on Friday, I received continuous positive feedback about the day. You did an amazing job in keeping everyone's interest with your humour and high energy. Well done!*

Marc Beaudry, VP Corporate Services and Chief HR Officer, **Providence Healthcare**, Toronto, Canada

*Nick is a rare breed. He can pack hours of compelling content into an action-packed 90 minutes; all while keeping his audience energized, laughing and entertained. His presentation and thought-provoking ideas were water-cooler fodder long after our event.*

Carole Stevenson-Roy, Director Corporate Communications, **Alberta Motor Association**, Edmonton, Canada

*The decision to bring Nick Bontis to our organization was a very good one. We had begun to explore the concept of "Knowledge Management" ... tough to define and understand and yet clearly a strategic direction we wished to go. Nick...through his enormous energy, wisdom, stories and experience was able to spark the leaders in the room onto bigger thinking about human capital metrics and organizational performance. He challenged us to establish action items ... and to begin them immediately. Yes ... we had a great day ... but more importantly we have seen the positive impact of what we learned. In the time since Nick's visit, our organization has gone on to plan for, and ultimately establish a balanced scorecard approach based on solid data and derived from reliable tools. We are able to make better decisions based on information available in "real-time". We now use the language of Knowledge Management in day-to-day conversation. Thank-you Nick for teaching us and challenging us.*

Barbara O'Neil, Director Organizational Development, **Chatham Kent Health Alliance**, Chatham, Canada

*Dr. Bontis is engaging, entertaining, informative and thoroughly enjoyable! With delegates from around the world, his topic was timely and opened the eyes of everyone in the room. His interactive approach had the audience completely mesmerized. He should be at the top of everyone's "must have" list of speakers.*

Richard McKeagan, President & COO, **Mechanical Contractors Association of Canada**, Ottawa, Canada

*I found Nick's presentation energizing and enlightening. He shared his ideas on intellectual capital, but also showed us techniques on how to manage it within our workplaces.*

Bev Hendry, Chief Administrative Officer, **Township of Scugog**, Port Perry, Canada

*Our son has had the privilege of having Dr. Bontis as a professor at McMaster University and since that time his name has been a perpetual one in our household. To hear our son speak of this man, one would wonder if such a person really exists!! This week I was finally able to meet with Dr. Bontis, at the OHA Convention, where he was a guest speaker. And what did I come away with? Our son, while holding Dr. Bontis in the highest esteem did not nearly say enough about him!!! This man, as a guest speaker, was riveting, captivating, humorous, thought provoking and just downright enjoyable. His views on "changes" and "unlearning is harder than learning" are so relevant in today's workplace. My students came away from Dr. Bontis' presentation with a whole new perspective on how an experienced person who has worked at the same job for years would find the "unlearning" difficult. As these students gain employment in the Health Care field, they go in as innovative, fresh, dynamic young people, ready to "change the world"! They now, thanks to Dr. Bontis, will have a clearer understanding of not just how the veteran employees struggle with change, but, how to make that change easier for them. During this presentation we also learned that Dr. Bontis is a proud and loving family man. This too, was a great lesson for the students, to know that in this world of "change" your family may be the only constant in your life. So you must protect, value, nourish and give it the time it so richly deserves because without it, when the work day is over, you will have a great void in your life. So, if there is anyone out there who has not seen Dr. Bontis give a presentation, or had the privilege to be one of his students ... look for him and see him in action! For you truly have not seen "the all round best"!!! I sincerely hope that one day I will see you "perform" again!*

Jane Piribauer, Health Record Manager, **Kingston General Hospital**, Kingston, Canada

*An engaging and entertaining speaker, Nick Bontis helps us to think strategically about the workplace of the future. Every day that future world arrives at light-speed, a tsunami of new information challenging us to embrace change as the new steady state - the perfect message for today's business environment.*

Ken Tremblay, President and CEO, **Chatham-Kent Health Alliance**, Chatham, Canada

*Nick Bontis brought his unique brand of energy and intellect to our annual Management Forum Retreat. His humour entertained us and his insight inspired us. Our evaluations indicated that this was one of the best retreats ever!!! The Knowledge Café exercise that he introduced resulted in numerous realistic actionable items specifically linked to our strategic plan, providing direction for the upcoming year. Don't pass up an opportunity to see this man in action!*

Susan Holden, Corporate Services, **Providence Healthcare**, Toronto, Canada

*I had the pleasure of hearing Nick Bontis for the first time at a recent hospital conference. The last of several speakers – including a retired Prime Minister, Chief of the Defence Staff, and a Governor General – Nick was an outstanding surprise and, in my opinion, the best speaker. His hour long presentation was funny, inspirational, and re-energizing. His subject, intellectual capital, is highly relevant to everyone.*

Dr. David Broderick, Chief of Staff, **Northumberland Hills Hospital**, Cobourg, Canada

*Nick's presentation was a very insightful and forward looking view about the future impacts of information technology on the way we will work; delivered in an audience engaging manner, full of energy and highly entertaining. This presentation garnered excellent feedback from all the participants at our 25th Annual Symposium and energized the group for the entire day.*

Rick Tolkunow, Director, **Tri-Committee for the Utilization of IT in Public Works**, Mississauga, Canada

*It has been my pleasure and great fortune to work with Nick Bontis over the last few years on many occasions. He has presented and facilitated at our Inaugural Executive Forum, Keynoted at our Annual Conference and other professional development programs for HRP (Human Resource Professionals Association). Nick takes a strategic yet practical approach – meeting the needs of Strategic HR Partners, and adding a cornerstone of development for Human Resource professionals – so important in today's uncertain workplace environment. Nick's consultative process is thorough and thoughtful. We look forward to future opportunities to work with Nick and recommend him highly to others.*

Marta Pawych, Director Professional Development and Sponsorship, **HRPA**, Toronto, Canada

*Dr. Nick Bontis is such a dynamic and energetic speaker. He brings enthusiasm to his audience with great intellect and knowledge. His presentation was so well received we had Nick come back the following year.*

Casey Thompson, Conference Director, **Credit Union Professionals' Association**, Toronto, Canada

*Nick is a dynamic and enthusiastic speaker- his presentation definitely kept our energy levels up on a Friday afternoon! His presentation was a perfect blend of KM information and real life told in a humorous way to help us work better as individuals and work more effectively as a team. Based on the feedback received, everyone thoroughly enjoyed Nick's presentation and would love to hear him speak again. Thanks for an outstanding presentation!*

Sammi Ha, Senior Manager Tax, **PricewaterhouseCoopers**, Calgary, Canada

*Dr. Bontis is a dynamic and motivating speaker; he engages the audience from the start of his presentation and keeps them entertained while sharing his valuable insights and knowledge. He was the highlight of our conference and left our participants wanting more.*

Francine St-Martin, Manager, **Canadian College of Health Service Executives**, Ottawa, Canada

*Dynamic, articulate, and thought-provoking speakers are hard to find. It becomes even more complex when we are seeking speakers who are passionate about a particular subject matter. Add to the mix that the speaker must be able to connect with the audience and you will have some idea as to why we are delighted with the glowing comments we received from our delegates about Dr. Nick Bontis' presentation at our conference. Comments included: amazing speaker that actually knows something, one of the best speakers I ever heard in all respects, very entertaining and funny, terrific energy and excellent communicator, great stuff, highest rated of the conference, too good - want more.*

Deborah Klein, Director, **Investment Funds Institute of Canada**, Toronto, Canada

*On behalf of TD Bank Financial Group I want to share how pleased we were with the presentation delivered by Dr. Nick Bontis. Dr. Bontis' dynamic, thought provoking, presentation educated and engaged the minds of our recruiters. I personally was very impressed with the information, concepts and ideas that were shared. Feedback, by way of written comments from the conference participants included, "interesting and inspiring", "challenged me to think about things differently", to "I am now intrigued by the knowledge management topic". Dr. Bontis' presentation was talked about over the two days of the conference and beyond.*

A.J. Filip, VP Staffing, **TD Bank Financial Group**, Toronto, Canada

*These are direct quotes from audience members of the Human Resources Professionals Association of Northern Ontario conference: awesome, great, wow, excellent speaker, very entertaining, engaging, high energy, great Friday afternoon speaker, great finish, bring him back, informative and interesting, interactive, funny, incredibly enlightening, different from any presenter, motivating and inspiring, looking forward to website, ridiculously good, and unbelievable speaker.*

Lata Viseu, Specialist, Prof. Dev., **Human Resources Professionals Association**, Toronto, Canada

*With a combination of massive energy, intellect, humour and charm, Dr. Nick Bontis is the ultimate keynote presenter. While delivering substantive, relevant, and thought-provoking content, Dr. Bontis can keep any audience on the edge of their seats.*

Alicia Rollo, Manager, Prof. Dev., **Human Resources Professionals Association**, Toronto, Canada

*Energy??? Excitement??? Thought Provoking??? If that's what you're looking for, Nick Bontis will deliver. As the opening keynote to the 2009 ECNO Conference, Nick was everything we were looking for, and then some. He had the audience eating out of the palm of his hand for the full hour! If you're looking to kick off your conference with someone who will challenge your audience to rethink how they are doing things, and ensure they take something from the day, hook up with Nick,*

Wayne Toms, Board Member, **ECNO Conference 2009 Organizing Committee**, Ottawa, Canada

*Be ready to think and absorb if you have the pleasure of a presentation by Nick. He is a dynamic speaker that hits real world issues and challenges. I enjoyed every minute and would recommend everyone to spend some time perusing his website.*

Gary Koettters, Senior Manager, **Intermatic**, Brampton, Canada

*I saw Dr. Bontis at the 2009 BC Human Resources Management Association conference speaking about causal models. What a shocking revelation – when an organization collects simple data points over a period of time, they can extract a wealth of information of what HR activities actually have an impact on the bottom line! We're living in a new world where economic growth is taking on a new meaning – we may no longer see the accumulation of money and goods as a definition of success but instead the focus will be on sustainability and quality. Dr. Bontis leads us in the right direction to gain maximum impact with less input using our human capital and those that get that message will be generating the real growth in their organizations. Nick is the innovator of this new movement.*

Helen Luketic, Research Associate, **BC Human Resources Management Association**, Vancouver, BC

*I was impressed by Nick's website, which intrigued me to pursue the possibility of Nick speaking to our customers at our annual customer conference, I'm glad I made the choice to partner with Nick for our event. The website is impressive, Nick in person is mind-blowing! I say that because admittedly, I feel as though we provided Nick with a very challenging topic to present on (Sustainability Imperative: Greening the Path to Accelerated Performance), he not only educated our audience, he engaged them, he entertained them and he left them feeling comfortable enough to approach him and start up a conversation as though they'd known him for years! Nick is unique in his delivery whether he's on stage or conversing one-on-one, he's refreshing to listen to and speak with and will definitely leave a lasting impression on anyone you choose to have him speak to! It was a pleasure meeting Nick and I look forward to the next opportunity we have to work with him!*

Carly Patryluk, Senior Sales Leader, **SaskTel**, Saskatoon, Saskatchewan

*This is the second occasion that I have had the privilege of inviting Dr. Bontis to speak to our organization; the first being with a large group of our worldwide HR professionals and this time, with our own local leaders, supervisors and managers. His engaging delivery in encouraging us to think outside of our own walls, both within our organization and externally was truly enlightening. As well, his quick wit and high energy kept our group riveted to their seats throughout the entire presentation. Our leaders were all thoroughly impressed with the presentation and have all agreed that they are anxious to put his words into action.*

Roman Turchyn, VP Human Resources & Business Ethics Officer, **L-3 Wescam**, Burlington, Canada

*One of the most energetic presentations that I have ever seen. Bontis provided great insights into the enormously difficult issues that we will all face as we struggle to deal with exponential growth of data and information.*

Paulin Laberge, Program Chair, **AceTech**, Banff, Canada

*When Nick took the stage to speak to over 200 health department staff on intellectual capital and knowledge management, they were immediately captivated and riveted by Nick's high energy, fast paced presentation. Nick provided both superb entertainment and more importantly, a wealth of information with many practical examples and tools to illustrate his concepts. He received rave reviews from everyone I spoke to and is one of the best speakers I have ever heard. We certainly want him back for Part II!*

Dr. Bob Nosal, Medical Officer of Health, **Halton Region**, Oakville, Canada

*Dr. Nick Bontis is an inspiring and engaging speaker and let's not forget humourous! The knowledge that I gained from his presentation has changed my approach to business and life. I have reclaimed time back. Thanks.*

Barbara Kosterski, General Manager, **Banff Aspen Lodge**, Banff, Canada

*Sincere thanks for making the Hancock Lecture at Hart House a resounding success, and a stimulating exercise in learning, unlearning and speed-reading. Preliminary reports from the post-lecture surveys indicate excellent audience engagement, due to the content and the interactive presentation. Congratulations on your 3M teaching award . . . we are honoured to have had you grace Hart House and the University of Toronto on the eve of such a prestigious and well-deserved honour. Have a wonderful weekend with your family!*

Laney Marshall, Director of Programme, **Hart House – University of Toronto**, Toronto, Canada

*Dr. Nick, not only took his speaking engagement at our Annual Conference to a new level, he left the crowd wanting more. His inspirational talk and truthfulness about the future was a great addition to our program and is going to be talked about for many years.*

Meredith Karosas, Director, **Ontario Sewer & Watermain Construction Assoc.**, Mississauga, Canada

*Thank you for a fantastic delivery to the Canadian CEOs at the Executive Roundtable. Your passion and energy are contagious and your depth of knowledge a privilege to work with. I have thoroughly enjoyed our growing professional relationship ... very cool website, hat's off!*

Heather McLachlin, VP Corporate Marketing, **CUMIS**, Burlington, Canada

*We were very pleased with Nick's presentation. Even with a very diverse audience, he was still able to capture the whole group's attention immediately, and keep it for the whole session. I'm still getting positive comments six weeks later. You've grown our outlook on the world today - thanks Nick.*

Steven Gemmell, Manager, **Grand River Conservation Authority**, Cambridge, Canada

*I wanted to provide you with some feedback on a luncheon I attended last week with 400+ other Scotiabankers. The guest speaker was Dr Nick Bontis - he was passionate, energetic, entertaining and informative. If he is any indication of the calibre of profs you have at DeGroot - then my kudos to you!!!*

Marianne Hasold-Schilter, Senior Vice-President Leadership & Top Talent, **Scotiabank**, Toronto, Canada

*Dr. Bontis, top marks for both content and presentation!! I particularly appreciate the fact that you spoke to each and every delegate at the conference. Title, position, seniority: none of this mattered as we all laughed, learned and were fully engaged in your presentation.*

Anne Markey, Executive Director, **Canadian Assoc. of Career Educators & Employers**, Toronto, Canada

*Fantastic! His energy, enthusiasm, humour, personality and the message he delivers is thought provoking and extremely relevant. Nick's presentation is engaging and interactive. This is the second time that Nick has been a key note speaker at our Annual Training Symposium, always to rave reviews.*

Suzanne Fich, Manager, **Municipal Finance Officers' Association**, Toronto, Canada

*When I was asked to put together an executive retreat, I wanted to impress. I had neither hesitation nor stress when I asked Dr. Nick Bontis to speak. I have seen Dr. Bontis' presentation three times now, and every time I learn and unlearn something. In an ever changing world, the default position for many executives is to hold on to what they know and what they do. As a speaker, Dr. Nick Bontis takes us on a journey that allows us to understand just how things evolve and the need for individual evolution. Every time, the reaction from the participants is unanimous: "he is so good – I was on the edge of my seat". Thank you. Really.*

Francois Desjardins, President & CEO, **B2B Trust**, A Laurentian Bank subsidiary, Toronto, Canada

*Combining the best of a top academic and a successful business person, Nick provides objective knowledge of proven strategies with practical pointers. He delivers both style and substance as an engaging presenter plus insightful analyst who truly wants his audience members to become more productive.*

Allison Chan, Manager, **Canadian Association for Pharmacy Distribution Management**, Toronto, Canada

*As an academic and researcher, Nick's work is first rate - meticulous, meaningful and packed with deep insight. That in itself would be reason to recommend him, but he's also a wonderfully engaging speaker who can take complicated data and analytics and make them come alive. Dynamic, engaging, entertaining, informative and thought-provoking - he's got it all.*

Mike Prokopeak, VP & Editorial Director, **Chief Learning Officer Magazine**, Chicago, USA

*Dr. Nick Bontis is a passionate speaker with a well-paced presentation. He displayed the same high energy during his entire presentation. He kept the audience engaged and motivated with his usual inspirational focus on raising their performance. He balanced his delivery with his own style of humour. He had interaction with delegates and had some visionary statement about future trends. We were very impressed with his presentation. This was the third time Nick presented to our audience, we invited him back because of his high ratings and popular demand.*

Winnie Chan, Senior Conference and Training Co-ordinator, **The MEARIE Group**, Toronto, Canada

*Dr. Nick Bontis is dynamic and informative. His vibrant personality combined with obvious knowledge and energetic delivery made this one of the most educational and enjoyable seminars I have attended in a long time! Dr. Bontis interacts with his audience and brings day to day realities of business and time management to the forefront using practical tools and reminders to maintain balance and keep a clear perspective on our business and personal lives for both the present and in the future.*

Domenic Calce, VP, Food Basics Merchandising, **Metro Ontario Inc.**, Toronto, Canada

*For those people who have not yet had the opportunity to see Dr. Nick Bontis in person all I can say is that you are truly missing out on one of life's most engaging intellectual experiences. If I did not know better I would have thought we were paying out annual incentives instead of listening to a business session aimed at having our people improve their level of workplace performance. Our team was so wired into discussions involving making your brain a more effective tool at both home and the office I was concerned it would be difficult to get people back to the office after such an exhilarating afternoon. We are now scouring our calendars looking for the next opportunity to invite Nick to participate with the group. Great Job!!*

Tim Coleman, Sr. Director Merchandising / Procurement, **Loblaw Companies**, Toronto, Canada

*Dr. Nick Bontis was a smashing hit at our National Sales Conference. Choosing a speaker is a daunting task and a risky one I might add. Dr. Nick Bontis is an expert in his field; he was able to share his wisdom on the fast paced world of technologies, the generational differences in the workplace and how to work with them. His great sense of humor, charisma and high energy truly set the stage for our conference. He engaged our people from the moment he started speaking that they didn't stop talking about him for many months after the conference. I highly recommend Dr. Nick Bontis!*

Frank Di Rocco, Director, National Sales, **Delta Hotels and Resorts**, Toronto, Canada

*When it comes to listening to keynote speakers at conferences Nick Bontis is certainly one of the best I have seen in action, and I mean action. You as the audience are absolutely engaged in his delivery as he is informed about the issues as well as the groups dynamics. Tremendous value of information that leaves you thinking about your future direction.*

Robert J. Clark, President, **Atlas Van Lines Canada**, Oakville, Canada

*I have heard Nick Bontis on two occasions at the national convention for our industry organization. The energy and entertainment factors are first class but the message is clearly the value proposition. The internet generation, the knowledge age and the message to respect and encourage the recognition of Human Capital come through in the increasingly electronic environment of our daily lives. Add in some fun experiments in speed reading and mental multitasking and the experience is exceptional. I'd recommend his programs to all.*

Ernie Reynolds, V.P. & G.M., **ShawCor Ltd.**, Toronto, Canada

*Dr. Nick Bontis weaved our theme of Charting Responsible Choices Today for a Sustainable Future magnificently into his provocative presentation. His high energy presentation style and real life examples resonated very well with our members. If this is a glimpse of the next generation of Canadian professors then there is strong hope for the next generation of students.*

Ralph Suppa, President & GM, **Canadian Institute of Plumbing & Heating**, Toronto, Canada

*The crowd loved you Nick! What a goldmine you were to our charity event. Your energy, passion and inspiration to 'train my brain' and seek out opportunities to learn and grow was impactful. And your follow up material will help remind and enable us to make it so! Fabulous job! THANK YOU!"*

Jill Donahue, Founder and Chair, **Bricks and Books Charity Event**, Toronto, Canada

*Please accept my genuine thanks for your phenomenal contribution to our Leadership Meeting. You deliver a powerful message and thank you for your efforts to tailor that message to our group as it made the content that much better. The entire group was motivated and energized by your insight, wit and inspiration to bring out our best in everything we do. Judging by the feedback I've received thus far, you can be confident that it was a very successful program. It was a phenomenal afternoon and you were the perfect fit for our meeting!*

Joshua Karam, Director of HR, **Westin Harbour Castle Hotel**, Toronto, Canada

*Dr. Nick Bontis' combination of energy, humour, insights and practical tools to better manage information and convert it into knowledge delighted and enthralled our audience, leaving them wanting more. He is an engaging, brilliant, dynamic and entertaining speaker. Bravo!*

Alf Goodall, Sr. VP Individual Marketing, **Canada Life, Great-West Life and London Life**, London, Canada

*What can I say about Nicky B ... except he is entertaining, engaging, energetic, funny, smart, thought provoking and relevant!!! It's so easy to bring in a speaker who can tell you about time management, priorities and delegation; but it's more difficult to find someone who can help you deal with continuous change in a fast paced environment, and to deal with managing information bombardment by using technology to leverage your capabilities. Our staff enjoyed Nick's presentation and we received great feedback from them. Some examples of direct feedback include one employee who commented that our meeting was actually "useful" and that they are able to incorporate Nick's examples and suggestions effectively into their daily routine to increase their efficiency. Another employee said that he was the best speaker they have seen in years, and that he was informative and provided real information. Employees never got bored throughout Nick's presentation and they actually had something to take away with them at the end of the day. Thank you Nick for making our meeting a success.*

Andrea Chan, Senior Manager, Human Resources, **AXA Insurance**, Toronto, Canada

*Nick, no surprise ... you were a big hit!*

Stephanie Hardman, Director, Organizational Development, **Tim Hortons**, Burlington, Canada

*I attended one of Dr. Nick Bontis' sessions in Banff recently and enjoyed it immensely. I felt his presentation was timely; quick paced and will definitely give you something to think about. His message should be part of any organization's strategic thinking process.*

Mike Cusano, Past President - Realtors Assoc. of Hamilton, **RE/MAX**, Hamilton, Canada

*Nick Bontis' presentation at Banff Western Connection this week was outstanding! He was ranked #1 out of all 18 speakers at the conference. Nick's high energy and great content kept our members engaged from start to finish and everyone went home with some great ideas on how to "Take a Knowledge Journey". I would highly recommend Nick as a speaker.*

Bill Madder, Meeting Planner, **Saskatchewan Real Estate**, Regina, Canada

*Dr. Bontis gave a highly informative and energetic presentation that kept our 100+ federal managers interested and engaged for the entire afternoon. He opened our eyes to the staggering pace that knowledge is changing, the need to un-learn so we can re-learn, the need to share, not hoard information, the concept of intellectual capital and ways of dealing with "information bombardment". Our organization has one of the oldest work forces in the country and the expertise Dr Bontis shared with us has provided us with insight, new ideas and inspiration which will assist us in meeting the challenges we face in succession planning and knowledge management. Dr Bontis was also very easy to work with during the planning stages of our event and we appreciated how accommodating he was in meeting the needs of our group.*

Terri O'Keefe, Regional Manager, Learning & Career Centre, **Dept. of National Defence**, Victoria, Canada

*Nick Bontis was awesome! The man is so talented well worth every penny. He had the crowd so dialed in people didn't even want to go for a break. Thank you Dr. Nick for making our event a successful one.*

Serge Yasmine, National Managers Regional Coordinator, **Treasury Board of Canada**, Ottawa, Canada

*An invigorating and stimulating performance! Dr. Nick Bontis delivers profound key messages to his captive audience using methods they can relate to, such as referencing cutting-edge technology devices, terminology and trends. The audience is kept engaged and entertained through use of strategic animated tactics and interactive exercises. Participants leave with take-home messages, tools and resources on how best to invest in and build brainpower to achieve a competitive advantage at school or in the workplace, as well as focusing on creating a reputable legacy for oneself.*

Daniela Bianco, Research Development & Relations Manager, **Hamilton Health Sciences**, Hamilton, Canada

*Nick presents his findings and observations in a thought-provoking manner. He draws on real-life examples and situations and does so in a thoroughly engaging and entertaining way. He's high energy and someone you don't want to miss.*

Jim Nicol, Chief of Staff to the City Manager, **City of Regina**, Regina, Canada

*Nick's keynote address to our leaders can be described in two words "Powerful and Impactful". It was loaded with insight and application. Nick delivered his session in an entertaining and educational manner. His message was realistic, very positive and provided actual tools to support theories that have been well researched in leadership and management literature.*

Lois Cormack, President, **Specialty Care**, Vaughan, Canada

*As a leader supporting an academic health research environment I have surmised that Dr. Bontis', aka Nickie B's, genetic make-up enables him – with extreme expertise – to understand the complexities of information bombardment. He has an engaging wit that captivates your attention with unprecedented energy that works with any audience, any age, at any time. Hence, his DNA might stand for Demonstrating Novel Awareness. I trust that he will continue to enlighten our professional world!*

Deidre L. Henne, Director of Research and COO, **Population Health Research Institute**, Hamilton, Canada

*When I was reading over the feedback from our survey I came across a quote that seems to sum up a lot of what I have been hearing: "... He is a gifted speaker and I could see stand-up comedy as a second career but he has too much brain for that. I'm glad he has a teaching position in higher education, some brains will have the chance to be challenged by such a professor.*

Kiara Sol, HR, Corporate Communications & Business Services, **AstraZeneca**, Mississauga, Canada

*Your presentation style is entertaining, efficient and engaging! You are an insightful and energetic presenter who uses humour and a speedy vocabulary to exercise the importance of knowledge management. The pairing of research-based content and witty real-world observations left our employees truly wanting more. Thank you for sharing with us your time and expertise.*

George Fiddler, Senior Vice President, Central Region, **Ivanhoé Cambridge**, Toronto, Canada

*I recently had Nick make a presentation to my entire faculty to kick off our Professional Development at the beginning of our school year. As a Pre-K to Grade 12 school, it is often a challenge to find a speaker who can meet the needs of every teacher in the room. Nick took no time at all to have the entire auditorium engaged in laughter, learning, and most importantly, "un-learning"! Every teacher in the room walked out with not only effective tools to improve their own ability to manage and process information, but also practical exercises to use in their classroom to help their students prepare for a future that promises as much uncertainty as it does excitement. I am already planning on how I can use Nick's passion, energy, and expertise to make improve the function and performance of our Leadership Team. He is truly amazing!*

Marc Ayotte, Head of College, **Hillfield Strathallan College**, Hamilton, Canada

*I had both the honour and the privilege to attend a grand re-opening of a supplier's facility. As part of the ceremonies, Dr. Nick Bontis gave a very interesting and captivating talk on collaboration and the role that electronic communication plays in today's workplace environment, as well as an outlook for the future. I found Dr. Bontis to be a very captivating and knowledgeable speaker, who truly engages his audience. Any company or organization interested in learning more about engagement and workplace strategy would do well to contract with Dr. Bontis. You won't be disappointed!*

Tony Harold, National Manager Sales & Strategic Planning, **Mazda Canada**, Richmond Hill, Canada

*Over the last several months, I have heard a lot about Dr. Bontis and his involvement in the business community. I recently attended a seminar at which Dr. Bontis was the key speaker. He presented with such charisma and enthusiasm that you could not help but be mesmerized. He presented a very simple key concept that has given me an advantage over my competition and has allowed me to excel in my career and help others excel as well. I'm looking forward to hearing him speak again and get some more insight as to what professional advice he has offer!*

Purdeep Sangha, Director, CEO Projects and Initiatives, **FirstOntario Credit Union**, Hamilton, Canada

*Nick Bontis captivates and engages his audience through his personal blend of energy and humour. He successfully communicated issues facing the current workplace as well as perspectives on the impact of technology and what it means for us both at home and at work. His delivery was on the mark, poignant and made you think. In the age of Information Bombardment, Nick directly related his message to our general theme. Nick's will be sure to speak at Mayhew events in the future.*

Marcia Mayhew, President, **Mayhew & Associates**, Thornhill, Canada

*Although I haven't had the opportunity of reading Dr. Bontis' new book yet, I did attend a session by him. His energy, humor and vast knowledge kept my interest an attention throughout the entire session. I'm looking forward to reading his book and am confident I'll have the same experience.*

Ryan Barichello, President, **LinxSmart**, Hamilton, Canada

*We engaged Nick to speak at our annual shareholders conference. This is a very important opportunity for our shareholders to connect and we really need to get the most value out of this short once a year event. Nick did not disappoint! He spent time up front getting to know us and our challenges, and customized the afternoon session he facilitated for us to address our key concerns and opportunities. He was engaging, informative and relevant. We all walked away with some new insights and concrete things to do that will help us on a personal and organizational level. His depth, breadth and delivery make him a safe bet for similar sessions! We will certainly engage him again in the future.*

Gerard Montocchio, VP Human Resources, **Flynn Canada**, Mississauga, Canada

*Dr Bontis was well-prepared, very personable and definitely reflected a sense of enthusiasm and passion regarding his latest book, "Information Bombardment". I was never bored throughout his presentation. Dr. Bontis was engaging and gave me a great sense of new knowledge based on his theories. Some key areas of focus I found of key interest was how to improve your ability to manage change, lift productivity and efficiency and speed up innovation through collaboration in our new age of electronic communication. Better than other presentations I have attended I was so impressed I purchased 2 books!*

Sergio Leuzzi, Manager - Business & Professional Banking, **Scotiabank**, Hamilton, Canada

*Dr. Bontis leapt off the stage, both literally and figuratively, with his energy and enthusiasm. I highly recommend using “Nicky B” to energize and engage your attendees, and set the tone for a great meeting! I had heard him about a year ago and recommended him for our meeting, and did he deliver! He was both entertaining and informative on the topic of knowledge management, leaving us with steps to take action immediately and lots to think about. I heard many enthusiastic comments after his presentation.*

Donald J. Segal, President, **Society of Actuaries**, Chicago, USA

*This was a great presentation! The way you tied in Panorama Solution with your part of presentation was brilliant.*

Roman Vladimirov, Marketing Coordinator, **Panorama Software**, Toronto, Canada

*Nick Bontis was our keynote speaker at a recent departmental event. He is a dynamic, provocative speaker who engaged the audience with his charm, humour and great intellect. He has an uncanny ability to reach a diverse group communicating complex issues with simple imagery and wit. We would love to have him back!*

Nicholas Leyland, Chair, Department of Obstetrics & Gynaecology, **McMaster University**, Hamilton, Canada

*Nick Bontis is not only a master in his chosen field of intellectual capital, he’s also a gifted and engaging speaker. His high energy doesn’t overwhelm the audience but serves as a connection point with it: you can’t help but be drawn to what he has to say and to want to participate in his discussion. A good speaker can command a room’s attention, at least for a period of time; a great speaker can make the audience genuinely want to be there until the discussion is concluded... Nick is a great speaker. And at his core he is a teacher: he doesn’t simply relay facts and posit ideas, he genuinely builds his argument in such a manner that everyone can see the thought process behind it evolve naturally. I envy the students who attend his lectures!*

Nick Dawson, Director, Enterprise Sales, **BlackBerry**, Ottawa, Canada

*Nick Bontis presented a highly engaging and interactive session on Knowledge Management during our National Managers Meeting. His ability to capture the audience’s interest with information that is relevant (and delivered in a very entertaining way) allowed each participant to walk away from our meeting with useful take-a-ways which they could implement immediately in their day-to-day activities.*

Peter Panaritis, President, **Brink’s Canada**, Mississauga, Canada

*I am very grateful for your willingness to speak at the HRUM event again this year. I was walking back to my office at the medical center thinking about how good I feel after one of your presentations. It’s not just your wonderful energy or the great content; for me, the very best part is the set of values that permeate the presentation and the sense that they are primary drivers of both your work and personal life. It’s a wonderful example to all of us!!*

Heather M. Arthur, Chief Scientific Officer, **Hamilton Health Sciences**, Hamilton, Canada

*I had the pleasure of seeing Dr. Nick Bontis in action during a keynote speech at a BEDC Mayor’s Luncheon and found his energy level, combined with his insight into the challenges we all face every day and his expert opinion in how to deal with these, to be right on the mark. He was then booked to speak at our Cogeco Ontario Management Day. Feedback received was that he was engaging, knowledgeable, and bang on with his ‘Information Bombardment’ topic; I would highly recommend him for any company looking for a Keynote Speaker who has an impactful message and is able to deliver it with wit and humour.*

Glenda Lloyd, Manager, Communications & Community Relations Ontario, **Cogeco**, Burlington, Canada

*Does anyone capture your full attention from the moment they open their mouth until they stop speaking? Refreshingly real and pragmatically passionate, Dr. Nick Bontis does just that. He shares wisdom with his audience in the most entertaining way. We all know the mantra work smarter, not harder. But how do we do it? Ask Nick. Nick will inspire your people and motivate them with a message about how to REACT to information bombardment.*

John Sawyer, President, **Oakville Chamber of Commerce**, Oakville, Canada

*What a great way to end the event on a highly energized note with your dynamic and insightful presentation! Our participants who enjoyed your talk immensely.*

Jennifer Reid, Consultant, Learning & Org. Development, **Trillium Health Centre**, Mississauga, Canada

*On behalf of the Local Government Management Association of British Columbia's Thompson Okanagan Chapter, I would like to sincerely thank you for your informative and thought-provoking presentation on at our conference in West Kelowna. I know this was especially challenging for you due to the injuries you sustained just prior to the conference. We truly appreciate your determination to attend despite the obstacles you faced. This year's conference was another great success for our organization.*

Larry Randle, President, **Local Government Management Association**, Thompson Okanagan, Canada

*To watch Nick Bontis present is like watching an artist create his masterpiece. He puts the same amount of energy and passion into his presentation and he can make even the driest of subjects such as statistics sound interesting. If you have the opportunity to hear Nick speak, you won't be disappointed!*

Lucy Djelalian, Board Member, **Hamilton Human Resources Association**, Hamilton, Canada

*Dr. Nick Bontis was the perfect complement for our Product Conference. We held our first annual Conference in the Meter Data Management field with a theme of Innovation of Information and what a fit! Nick energized the crowd while sending a clear message that was truly absorbed by all delegates. Nick received five star ratings from all our surveys. A week after our conference, I still have people talking about his Keynote Address and his message is being repeated verbatim! The only complaint we received was they would have liked his presentation to be longer!*

John Avdoulos, President, **Utilismart Corporation**, London, Canada

*Dr. Nick Bontis is a dynamic speaker and clearly an expert in his field. He has a different perspective and way of looking at things. He was very engaging and captured the attention of all of the participants. I liked that he wrapped up at the end and gave us a summary of what actions to take back in the workplace. I really enjoyed the interactive exercises and his use of humour to engage our interest. He coupled current research and statistics together nicely. Nick was phenomenally engaging and captivating. Thanks for helping to make this event such a success!*

Candace Gillis, Development Consultant, **Alberta Government Corporate HR**, Edmonton, Canada

*Using Dr. Nick Bontis as a keynote speaker at our annual general meeting was a terrific shot in the arm, it was fun and it left our employee's excited and motivated. His background and experience regarding information overload, along with demonstrations on reading comprehension and absorption, were current and interesting. The tools he provided our group in the session as well as after will benefit the whole company.*

Joe Waller, Director, Human Resources, **McAsphalt Industries**, Toronto, Canada

*As an executive member of the MDRT (Million Dollar Round Table), I was charged with finding a speaker that would impress one of the most discerning and sophisticated audiences around: an association of the top producing financial professionals in the world! My committee and I culled over 500 speaker videos and proposals from all walks of life. After dozens of hours of research, fact checking and comprehensive reviews, we selected Dr. Nick Bontis to speak at our Top of the Table event, an exclusive international MDRT conference for the world's top performing professionals. He did not disappoint. In fact, Dr. Bontis not only blew away the conference committee but provided one of the best keynote presentations I have ever seen. He was even more of a smash hit than we anticipated. The international audience absolutely loved him as he had spent considerable time and effort researching our needs and learning about our association membership. The result was a rousing standing ovation! The following year, as we planned for another global event, Dr. Nick Bontis' name was again on the top of everyone's list. It was extremely rare for our association to have a speaker invited back. But he is no ordinary speaker. His presentations are a perfect mix of serious business-based messaging, backed with academic credentials, along with a very funny and engaging delivery. Our committee selected Dr. Bontis again to present on our main platform stage as a keynote speaker in front of over 6,500 financial professionals. His presentation was beyond outstanding! Once again he delivered a highlight performance that resulted in a standing ovation. It was unforgettable for our audience. The professionalism and efficiency he brings to the planning, execution and post-analysis phases of event planning is fantastic. He made our committee look great and made my life a lot easier. It is so nice to know that when you work with Nick, he is an engaged partner and he provides you with a fantastic return on your investment. I have no doubt, I will be working with Dr. Bontis again in the future. He is a crown jewel in the world of professional speakers.*

Frank Andreoli, MDRT member, **Andreoli Financial Services**, Toronto, Canada

*These were some of the comments that our audience members used to describe Dr. Bontis' presentation: Awesome speaker! Enjoyed it a lot; Great enthusiasm and charisma; Very captivating, entertaining and informative speaker; It was quite thought provoking, his passion and knowledge was very impactful; Powerful energy and a great opening keynote speaker.*

Elise Varley, People Solutions Coordinator, **Central 1 Credit Union**, Vancouver, Canada

Dr. Nick Bontis was a keynote speaker at our conference this year and he brought insight and inspiration to the subject of intellectual capital and knowledge management. Our delegates all gave him high ratings and found his presentation to be impressive, dynamic and entertaining. He is not only an expert in his field but he has an outstanding ability to communicate complex concepts in a manner which is simple and concise. His enthusiasm and high energy level is outstanding and he left a lasting impact with everyone.

Joanne Pinellis, Manager Human Resources, **Bennet Jones LLP**, Toronto, Canada

Nick brought down the house with his keynote address at the 2014 CMA Analytics Conference! His presentation was timely, informative and extremely inspirational. His presentation style is dynamic, energetic and motivating to all attendees regardless of their level. I will definitely consider using Nick as a keynote presenter again.

Tamara Dinelle, Marketing Programs, **SAS Canada**, Toronto, Canada

Energetic, fast-paced, interactive and hilarious all while making significant points in the field of knowledge and information management, Dr. Nick Bontis' closing keynote presentation at ARMA Canada's Conference in Ottawa in 2014, left our audience intellectually stimulated, empowered and wanting more – exactly how a conference should end!

Jolynne Gillet, Region Director, **ARMA Canada**, Ottawa, Canada

Nick uses an amazing combination of quantitative research and professional speaking abilities for a truly rewarding experience. Whether it be a keynote engagement, classroom, or networking conversation, his abilities to grab and KEEP the audience's attention truly stands out from other professionals I've interacted with. I always look forward to hearing Nick's insights when he's on the agenda!

David Ragona, Office of the Registrar, **Mohawk College**, Hamilton, Canada

I was one of the folks lucky enough to see Dr. Bontis speak at the Century 21 Canada's Chairman's Circle. I thoroughly enjoyed his presentation and believe he really was the highlight of the entire event. Over the course of the last few weeks I was on vacation and read your book. It is incredible! The facts, stories and insight you shared in that book have changed the way that I view and will use technology and information sources.

Adam Neustaedter, Broker & Operations Manager, **Century 21**, Steinbach, Manitoba, Canada

I have had the pleasure of listening to Dr. Bontis on several occasions throughout my career and always thought of him as a very "in the now and the know" individual. His method of communicating and engaging an audience is equivalent to no other speaker that I have ever had the pleasure to sit through. I was especially pleased to discover that he was the guest speaker at a function for team building, where my senior staff were going to all be in attendance. I was delighted to learn that they too would have the opportunity to experience listening to such a dynamic and knowledgeable speaker. I was absolutely correct! My staff and all in attendance were captivated by his presentation style. The feedback I received from my staff during the next day's staff meeting was that they all agreed that he was the most charismatic, knowledgeable and dynamic individual that they have ever had the pleasure of listening to. They all look forward to the next Bontis Experience!

Frank Fabiano, Chief Administrative Officer, **City of Thorold**, Thorold, Canada

Dr. Bontis is the energy drink of public speakers. At our 3M Marketing Excellence day event, he captivated us by providing compelling insights into the information challenges today's Marketers face, and leaving us with innovative tools and resources we can immediately leverage for sustainable improvements. I have never seen such an engaged and enthusiastic audience, completely spellbound, first thing in the morning no less! I'm still getting thank you e-mails from attendees, one month later, and now planning his return for Sales Excellence day. If you want your team to work smarter, not harder, hire Dr. Bontis for your next event. Thank you Nick!

Demetri Chimbos, Insights, Analytics and Innovation Leader, **3M Canada**, London, Canada

Nick's presentation at our recent national conference was invigorating and thought-provoking. His style is both "energized" and "energizing" for his audience. His material gets your attention and is conveyed with humour. He is a presenter you do not want to miss!

Nicholas Fonseca, President, **ARMA International Edmonton Chapter**, Edmonton, Canada

Nick Bontis connected with the audience like no other presenter before him. The result of his poignant message was a fully-deserved standing ovation. His dynamic approach, fresh perspective and interactive style was incredibly engaging. Nick has a unique ability to educate and stimulate the audience with thought provoking content. CARSTAR is proud to have partnered with Nick and we will certainly use his services again in the future. If you are looking for a world class, energetic and passionate speaker – Nick is the answer.

Michael Macaluso, Chief Operating Officer, **CARSTAR Automotive Canada**, Hamilton, Canada

Dr. Bontis' presentation really helped to energize our management team and get people talking to each other. Not only was his presentation informative and entertaining, but he gave our team concrete actions to take back to the workplace that can help us improve our organization. I look forward to planning future workshops with Dr. Bontis to keep our organization focused on meeting changing needs of our community.

Ray Green, Chief Administrative Officer, **Town of Oakville**, Oakville, Canada