

AN EVENING TO REMEMBER

CSPN's 2nd Annual Women in Leadership Awards Gala was an action-packed event recognizing and celebrating Women within the Customer Service industry who have made a real impact as business leaders.

The evening was filled with inspiring stories, great discussion and a lot of laughs.



A very special thank you to **JENNIFER VALENTYNE** who delivered the Key Note address to Gala participants.

The warm and smiling face of Breakfast Television Toronto's "Live Eye" segment for

23 years, Jennifer Valentyne is now the host of "The Bachelor and The Bachelorette Canada's" first live After Show on the W Network, and a co-host on Q107 with John Derringer.

Her story, honesty and sincerity were felt by all as she guided everyone on the journey of her career as a female in the entertainment industry. Her genuine portrayal of the successes but also challenges and failures of her career was an inspirational reminder of the determination it takes to be a successful leader.

PANEL DISCUSSION

The evening also had some thought-provoking discussion revolving around Women in Leadership. Although opinions may have differed, the participants gave everyone a lot to think about and some tangible takeaways they can all use when they get back to their roles.

A special thanks to Kathryn Wakefield, Director Client Services, Tourism Toronto for moderating the panel and driving such a robust conversation.



(Left to right) Dolly Konzelmann (CSPN), Shelly Andrews (LifeLabs), Lilliette Davidson (McKesson Canada), Juanita Dickson (Gusto 54), Rekha Rao-Mayya (Microsoft Business Solutions), Jessica Cryer (CSPN)

THE AWARDS

CONGRATULATIONS to all nominees who were selected as an award winner. The field was filled with true woman leaders – highly skilled and have achieved great success. It speaks volume being considered at the "top" of the class.

The evening was filled with 11 awards in total. Below is a list of the 2018 WIL winners and their respective awards.

- ADVOCACY LEASER AWARD**
Jennifer Laidlaw, CIBC
- BUSINESS LEADER OF THE YEAR**
Carmen Day, Woodbine Entertainment Group
- COMMUNITY ADVOCACY LEADER**
Kathryn Bulko, City of Toronto
- CUSTOMER ENGAGEMENT LEADER**
Angela Lawrence, GUSTO 54
- LEADER IN DIVERSITY & INCLUSION**
Alesha Rodgers Chisholm, CARSTAR Canada
- EMERGING LEADER**
Jennifer Van Der Valk, Government of Ontario
- EMPLOYEE ENGAGEMENT LEADER**
Jasmine Antonio, Caesarstone Canada
- ENTREPRENEUR OF THE YEAR**
Sheila Wong, BBW Event Staff
- LEADER IN CHANGE MANAGEMENT**
Stacey Metcalfe, Toyota
- PUBLIC SECTOR – LIFETIME ACHIEVEMENT AWARD**
Cheryl Lewis, DependableIT
- PRIVATE SECTOR – LIFETIME ACHIEVEMENT AWARD**
Susan Erwin, Ministry of Children, Community & Social Services

For photos and videos of the evening, visit mycspn.com/women-in-leadership, our [Facebook Page](#) and [YouTube Channel!](#)

**250
ATTENDEES**

A **SOLD OUT** event for CSPN's 2nd Annual Women in Leadership Awards Gala Event



FEEDBACK SCORE

100%

of the attendees recommended this CSPN Women in Leadership Awards Gala Event

**75+
COMPANIES**

from various industry verticals from non-profit, technology to transportation



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PROCEEDS**

were donated to a local women's charity, UP WITH WOMEN

“ It is a great way to celebrate women and I am honoured to be a part of it. Excited to meet other female leaders, network and learn from them. Truly a great way to inspire future women leaders. ”

Stacey Metcalfe – Toyota

This event is everything! It is a fantastic opportunity to bring like-minded female leaders together under one roof to 1, build a network and more importantly 2, be an ambassador and coach for one and other.

Lilliette Davidson, McKesson Canada

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