

Institute for Citizen-Centred Service
99 Wellesley Street West, Suite 3310
Toronto, ON M7A 1W4

Dear MSDO Members

The Institute for Citizen-Centred Service (ICCS) is pleased to be partnering with Deloitte for the purpose of hosting a one-day workshop on Behavioural Insights.

The ICCS-Deloitte Behavioural Insights Workshop is designed to provide participants with an understanding of how people behave and make decisions, and how this information can be used to help improve public services.

This workshop will be facilitated by Jane Howe, Senior Manager in Deloitte's Strategy and Innovation department, and Sasha Tregobov, Senior Advisor at the Behavioural Insights Team (BIT) North America.

Details for this workshop can be found on the MDSO 2017 National Conference website (<http://conference.msdo.ca>).

Program Details

Where: Rosedale South Meeting Room, Homewood Suites by Hilton Hamilton, 40 Bay St. South, Hamilton ON, L8P 0B3

When: 8:30 am to 4:30 pm, Thursday, September 28th 2017.

Registration: <https://form.jotform.ca/72005436765254>

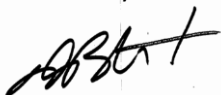
The cost to register for the event is \$550.00 CAD (plus applicable tax). Payment options will be available through the registration page.

Due to capacity issues, limited space is available. Please have registration forms completed and sent to ICCS no later than September 11th, 2017.

ICCS reserves the right to cancel the workshop if sufficient attendance is not met. Full refunds will be provided to any who have registered for the cancelled workshop.

We hope that you will be able to join us.

Sincerely



Dan Batista, Executive Director, ICCS