Dr. Nick Bontis

N|B

ACCELERATING MANAGEMENT PERFORMANCE

Strategy and Management Expert

Results

- improve your ability to manage change
- boost productivity and efficiency
- promote knowledge sharing v. hoarding
- speed up innovation & creativity
- avoid waste and duplication costs
- enhance team collaboration, coordination & performance
- retain loyal and committed talent
- achieve industry leading competitiveness
- cope with information bombardment

Proof

- United Nations hand-picked him to provide global expertise on national intellectual capital
- Microsoft called him to reorient their staff towards knowledge era training
- Accenture sought his insight on guiding teams to become more efficient and effective
- London Drugs trusted him to entertain and enlighten 1000 of its major suppliers and commercial partners
- Royal Bank hired him to navigate through its corporate transformation
- TELUS selected him for a national multi-city tour to attract new clients
- US Navy contracted him to train senior officers on causal models
- HRPA featured him for their executive seminars on human capital measurement and employee engagement assessment

Professor Nick Bontis

is recognized internationally as a leading strategy and management expert. He has delivered keynote presentations on every continent for leading organizations in both the private and the public sector. His dynamic, high-energy presentations provide concrete recommendations for improving individual, team and organizational effectiveness leaving audiences with the tools, inspiration and motivation to accelerate management performance. His customized programs are a mix of practical managerial tools, rigorous academic research, strategic consulting, entertaining humour and a blast of youthful exuberance.

Tom Stewart, former editor of *Harvard Business Review* and *Fortune Magazine*, states that "he is not only a pioneer, but one of the world's real experts as well." His dynamic delivery and concrete advice will leave your audience enlightened, inspired and ready for action. His expertise has been tapped by several Fortune 500 companies and even the United Nations who hand picked him for a high profile initiative. His ground-breaking doctoral dissertation is the #1 selling thesis in Canada, in all fields of study. As an award-winning tenured professor of strategy, he has won over a dozen teaching awards and several research awards. *Maclean's Magazine* has identified him as one of McMaster University's most popular business professors for six years in a row! He is also a 3M National Teaching Fellow, an exclusive honor only bestowed upon the top university professors in the country!

With his unique combination of substance and sizzle, Dr. Nick Bontis is guaranteed to ignite, entertain and educate audiences, empowering them with both the tools and the inspiration to perform at an accelerated level of management performance.

He has the credibility, universal appeal, and know-how to make sure your event is an unforgettable success!

nbontis@mcmaster.ca

www.NickBontis.com

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IBM Global Services
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Japanese Works Inst
Kelsey's Restaurants
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KPMG
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Speaking Topics (brand new for 2023 – all available Virtually as well)

TRANSFORMING YOUR LEADERSHIP & PRODUCTIVITY FOR PEAK PERFORMANCE

Are you an ambitious individual that feels she has too much on her plate but still wants to blast through every target and then some? Dr. Nick Bontis has leveraged two decades worth of research on personal productivity that will shrink your ever-growing "to do" list to the most important activities that are necessary for you to delight your customers, impress your team members, and solidify your value to your organization. Never worry again about not having enough time to do this or that. The time has finally come to transform your personal productivity for peak performance.

ACCELERATING COLLABORATION & COMMUNICATION AT HYPER-SPEED

Is your team just spinning its wheels, but you know deep-down it can do more with less? Dr. Nick Bontis has harnessed the best practices of knowledge sharing by consulting with some of the world's leading organizations. High performance teams are supposed to harvest the synergy embedded in all of their members within and across departments to create value above and beyond what is expected. Help your team solidify its reputation as the smartest group around by accelerating collaboration and communication at hyper-speed.

LEADERSHIFTING AND STRATEGIZING TOWARDS INNOVATION & GROWTH

The markets are turbulent, the geopolitical economy is unstable, your competition is frothing at the mouth, and you are holding it all together and executing the strategic plan. As the senior leader in your organization, you know you can't do it alone. How do you harvest the full intellectual capital potential of your organization? Dr. Nick Bontis is an award-winning professor of strategy and the most-cited author on the planet in his field. Let him show you a clear path. Don't let unforeseen disruptive technology make you and your organization obsolete.

What do audiences have to say?

We 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! Just like last time, he delivered a highlight performance that resulted in a standing ovation.

Million Dollar Round Table

He was the funniest, yet most insightful business speaker I have ever heard!

Young Presidents Organization

Do NOT design a conference program without considering him as your main event keynote speaker. He is, defacto, the reason why any one should attend an event he speaks at!

ING Bank

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.

United Nations

Not a single person left the room without a vision and a commitment!

Uniglobe Travel

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.

Government of Ontario

Bontis' talent for forcing the audience to think differently was of great benefit – a completely new view on how organizations can be left behind should they decide not to change.

London Drugs

He is an engaging, brilliant, dynamic and entertaining speaker. Bravo!

Great West Life – London Life

He delivers true wisdom. I felt motivated to carry the message to almost anyone who would listen.

The Strategy Institute

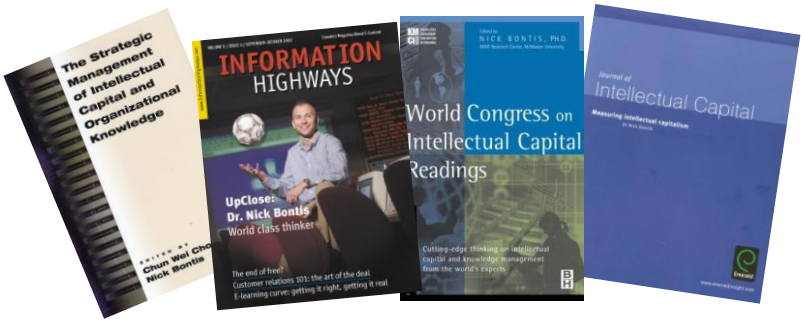
Best speaker we have ever seen, anywhere, period!

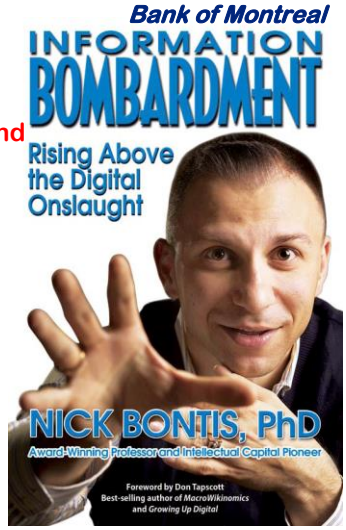
Century 21

You leave his sessions not only feeling energized but having also learned so much!

Bank of Montreal

Argentina • Australia • Canada • Dominican Rep • Denmark • Finland
Greece • Italy • Jamaica • Japan • Jordan • Mexico • Netherlands • New Zealand
Slovenia • South Africa • Sweden • Taiwan • Tunisia • UK • USA • Venezuela





Dr. Nick Bontis is the world's leading expert on intellectual capital and its impact on performance and was named as one of the *Top 30 Management Gurus* world-wide. He helps organizations leverage their most important intangible asset for sustainable competitive advantage. Nick has been immersed in the field since 1991 when a cover story in *Fortune Magazine*, titled "Brainpower", changed the course of his life. Risking a secure future, Nick left a promising banking career to pursue a PhD in the field. His groundbreaking doctoral dissertation went on to become the #1 selling thesis in Canada. His accomplishments thus far could fill a volume.

As a professional speaker, Nick has delivered keynote presentations on every continent for leading organizations in both the private and the public sector. His dynamic, high-energy presentations provide personal and team recommendations for improving individual and organizational effectiveness leaving audiences with the tools, inspiration and impetus to accelerate management performance. His customized programs are a mix of practical managerial tools, rigorous academic research, strategic consulting, entertaining humour and a blast of youthful exuberance.

As an academic, "Nicky B" (as he is known by his students) is an award-winning tenured professor who delivers enlightening content with energy that virtually zings off the walls when he steps into a room. He currently teaches strategy to undergraduates, knowledge management to MBAs, and advanced statistics to PhD students at the DeGroote School of Business, McMaster University. He has won over 12 major teaching awards and faculty researcher of the year twice. *Maclean's Magazine* has rated him as one of McMaster's most popular professors for six years in a row! TVO recognized him as one of the top 10 lecturers in Ontario. OUSA and OCUFA awarded him Ontario's top professor. He is also a 3M National Teaching Fellow, an exclusive honour only bestowed upon the top university professors in the country often referred to as the Nobel prize of teaching!

Nick earned his PhD from the prestigious Ivey Business School, Western University where he received the top scholastic achievement award. He won a Canadian national silver medal in the running long jump, with a remarkable leap of seven and half metres – that's nearly 25 feet! Nick also competed on the varsity men's soccer team receiving both MVP and leading goal scorer honours as well as an induction into the Western Mustangs Sports Hall of Fame. As an athlete, Nick received national all-star status and several high-profile awards all while performing in the Western symphony band as a euphonium player. He was inducted into the Hamilton Soccer Hall of Fame and is currently serving on the Concacaf Council as Vice President.

As a consultant, Dr. Bontis is the Director of the Institute for Intellectual Capital Research – a leading strategic management consulting firm. His services have been sought after by leading organizations such as the United Nations, Microsoft, Health Canada, Royal Bank, Telus, Accenture, SAS, Mitsubishi, United Way, the US Navy and IBM. Tom Stewart, former Editor of *Fortune Magazine* and *Harvard Business Review*, recognizes him as a "pioneer and one of the world's real intellectual capital experts". Nick is also on the Advisory Board of several organizations including a variety of educational-based institutions designing and implementing executive development programs across the country.

As a writer, Nick is the author of the best-selling book *Information Bombardment: Rising above the digital onslaught*. He has won international acclaim for his leading edge research and award-winning management cases. He is ranked as one of the top cited authors in management research globally with over 45,000 citations world-wide.

As an entrepreneur, Nick is Chief Knowledge Officer of Knexa Solutions – the world's first knowledge exchange and auction, based in Vancouver. He is also Director of Harvest Portfolios Group – an investment firm based in Oakville. Dr. Bontis also draws on his wealth of practical, hands-on business experience. He started his career at Human Resources Development Canada and later at KPMG. He then moved on to work for several years at CIBC Securities Inc. in a variety of areas including marketing, securities analysis, recruitment, strategy and software development. He received the CIBC Chairman's Award for outstanding contribution to the bank.

With his unique combination of substance and sizzle, Dr. Bontis is guaranteed to ignite, entertain and enlighten audiences, empowering them with both the tools and the inspiration to perform at a higher level of accelerated performance. He resides in Ancaster, Ontario with his wife Stacy and their children Charlie, Dino and Tia Maria.

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TRANSFORMING YOUR LEADERSHIP & PRODUCTIVITY FOR PEAK PERFORMANCE

Are you an ambitious individual that feels there's too much on your plate, yet you still desire to blast through every target and then some? Dr. Nick Bontis has leveraged two decades worth of research on personal productivity that will shrink your ever-growing "to do" list to the most important activities that are necessary for you to delight your customers, impress your team members, and solidify your value to your organization. Never worry again about not having enough time to do this or that. The time has finally come to transform your personal productivity for peak performance. During this enlightening and action-packed keynote presentation, Dr. Nick Bontis will show you how to:

- increase your personal productivity by providing the three (3) most important actionable tactics that ensure a higher level of efficiency
- create a bullet-proof shield for your career that no competition or disruptive technology can penetrate
- provoke your ability to strategically manage change before anyone else can even see it coming

TARGET AUDIENCE: individuals

THEMES: leadership and productivity

ACCELERATING COLLABORATION & COMMUNICATION AT HYPER-SPEED

Is your team just spinning its wheels, but you know deep-down it can do more with less? Dr. Nick Bontis has harnessed the best practices of knowledge sharing by consulting with some of the world's leading organizations. High performance teams are supposed to harvest the synergy embedded in all of their members within and across departments to create value above and beyond what is expected. Help your team solidify its reputation as the smartest group around by accelerating collaboration and communication at hyper-speed. During this inspirational and dynamic keynote presentation, Dr. Nick Bontis will show you how to:

- improve coordination within and across your teams by learning the top four (4) drivers of collaboration
- orient your team towards the single most explosive secret for guaranteeing knowledge sharing
- avoid the three biggest pitfalls that make teams perform at sub-optimal levels

TARGET AUDIENCE: teams

THEMES: collaboration and communication

LEADERSHIFTING AND STRATEGIZING TOWARDS INNOVATION & GROWTH

The markets are turbulent, the geopolitical economy is unstable, your competition is frothing at the mouth, and you are holding it all together and executing the strategic plan. As the senior leader in your organization, you know you can't do it alone. How do you harvest the full intellectual capital potential of your organization? Dr. Nick Bontis is an award-winning professor of strategy and the most-cited author on the planet in his field. Let him show you a clear path. Don't let unforeseen disruptive technology make you and your organization obsolete. During this engaging and world-class keynote presentation, Dr. Nick Bontis will show you how to:

- embrace the three (3) most important steps for developing an inimitable sustainable advantage so you can drive the execution of your strategy
- leadershift your strategic position by turning chaos into opportunity
- evade the single largest strategic misstep that will curtail your leadership and execution

TARGET AUDIENCE: organizations

THEMES: innovation and growth

THINK AHEAD! TAKE A KNOWLEDGE JOURNEY

Are you overwhelmed by information bombardment? Do you have too much to do and not enough time to do it? By the 1930's, all the information that existed in the world doubled every 30 years. By the 1970's, this rate shrunk to 7 years. By the end of next year, all the information that exists in the world will double every (find out from Dr. Bontis)! Information bombardment is the single most damaging threat to productivity. But, it doesn't have to be this way. Why not transform this threat into a sustainable competitive advantage for you and your firm? During this enlightening and action-packed keynote presentation, you will learn how to:

- cope with information bombardment
- improve your ability to manage change
- lift productivity and efficiency
- works smarter, instead of harder

Most popular

TARGET AUDIENCE: individuals

THEMES: knowledge worker productivity

THE ULTIMATE PERFORMANCE ACCELERATING ACTIVITY FOR TEAMS

Employees spend in excess of 50% of their time looking for answers and then spend 20% of their time replicating answers for others. Is your team suffering from the same dilemma? Does your team seem to be spinning its wheels? High performance teams are supposed to harvest the synergy embedded in all of their members to create value above and beyond what each person could do on their own. During this inspirational and engaging keynote presentation, you will learn how to achieve your team's full potential as well as:

- enhance team collaboration and coordination
- avoid waste and duplication costs
- promote knowledge sharing vs. hoarding
- accelerate your team's productivity

For team-building

TARGET AUDIENCE: teams

THEMES: teambuilding and high-performance

A COMPETITIVE EDGE FOR LEADERS

The average Fortune 500 company loses $64 million dollars a year because of ineffective knowledge sharing. Firms generally leverage only 2% of their employees' talent, which is also the #1 reason why employees leave their jobs. As your organization's leader, it is your responsibility to make sure that your firm is fully engaged and operating at optimum capacity. Unfortunately, some leaders misallocate their resources. Or worse, some leaders have no clue what strategic initiatives are necessary to achieve great performance. Let Dr. Bontis navigate you towards the best performance you have ever experienced. Using a unique causal modelling methodology he developed, you will learn how to:

- understand exactly what impacts revenue and profit
- decrease expenses by reducing waste
- appreciate exactly which investments are worth making
- optimally allocate your scarce resources

For senior executives

TARGET AUDIENCE: C-level executives

THEMES: empirical decision-making

SELLING IN THE *NICK* OF TIME

Today's sales environment is competitive and complex, with businesses selling through many channels including direct marketing, value-added resellers and e-commerce. To stay ahead of the game you need to learn how to sell "in the Nick of time". The days when customers relied solely on the salesperson for information are long gone. Information is abundant and at everyone's fingertips. Successful salespeople use customer knowledge as their main competitive weapon for nurturing long-lasting relationships. Learn how to attain loyal and committed customers, with less effort than ever before. During this motivational keynote presentation, you will learn how to:

- discover tomorrow's business development trends today, keeping you ahead of the curve
- learn the one sales tool that will have you working smarter not harder
- empower the analytical skill within you to provide more than just information
- experience synergies never before realized with your sales and marketing team

TARGET AUDIENCE: sales managers and salespeople **THEMES**: marketing and sales performance

COMBATING THE BIGGEST THREAT EVER! ORGANIZATIONAL DEMENTIA

Baby-boomers carry a massive amount of know-how in their heads and are generally responsible for the smooth functioning of almost every organization. They hold a lifetime of experience and expertise, and soon they will simply walk out the door. Capturing this intellectual capital (brainpower of the organization) before the imminent threat of retirement is a crucial task for every manager. However, do Gen Xers and Gen Yers realize their role in sustaining the memory of every organization. Furthermore, does your organizational leadership appreciate that something must be done now instead of later? During this dynamic keynote presentation, you will learn:

- how to turn this pending threat into an advantage
- how to ensure a smooth transition from retired employees
- why various scenarios of knowledge loss affect performance in different ways
- what you can do to retain more critical knowledge in the face of major turnover

TARGET AUDIENCE: HR managers **THEMES**: workforce planning and continuity

When should I submit Dr. Bontis for a program?

- When a client wants to hire a speaker that is funny, has lots of energy to burn, with rock solid credibility as well as practical and provocative content.
- When a client wants to inspire and motivate the audience with an experienced and dynamic speaker.
- When a client is looking to accelerate individual, team or organizational management performance.

Who is the best audience for Nick?

- Nick spans the boundaries comfortably and smoothly with all audiences from CEO's and government officials to front-line employees and students.
- Nick's client list spans across a variety of industries in both business and government in dozens of countries.
- He has presented effectively to both large corporations with thousands of front-line employees and to small management groups of a dozen executives.

What is Nick best known for as a keynote speaker?

- Energy, passion and enthusiasm – Nick 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.
- Entertaining delivery style with thought provoking content – Nick has an amazing ability to deliver critical business content in a way that makes it fun (and at times hysterical), but gets the message across so you won't forget it.
- Credibility and well-honed intellect – Nick has pioneered innovative courses and executive training that have become world-renowned. He is recognized as one of the most often-cited researchers in his field.
- He has justifiably developed a solid reputation as a rigorous thinker and impactful researcher as well as an insightful and engaging presenter of new perspectives on strategy and management.
- He is continuously and successfully pioneering new research and management techniques with one-eye (always) towards the future.

When does Nick shine the brightest?

- Nick is often recognized as the highest rated speaker at most events he speaks at.
- It would be best to position Nick as: i) an opening plenary keynote speaker that will spark the enthusiasm of all your attendees, or ii) a closing plenary keynote speaker that will integrate the key themes of your event, or iii) a mid-day plenary keynote speaker to re-energize the audience.
- He is also perfect for executive round-table sessions or follow-up seminars for audiences who want to dig deeper into your chosen theme.

How does Nick relate to each audience member?

- Nick is a fantastic storyteller and often walks through the audience if the layout permits. He provides direct insight into many aspects of everyday life such as dealing with email, playing with your children, working in teams and managing employees.
- His presentations are very interactive and he often seeks the help of a volunteer which allows Nick to provide specific activities that all of the audience can directly relate to.

What is most unique about Nick as a keynote speaker?

- Nick has over 25 years of experience in the world of professional speaking.
- He is one of the very few keynote presenters that can actually relate directly to the bulk of your audience, from your most senior and seasoned veterans, to your young and "just-out-of-school" rookies.
- There is a mass retirement of baby boomers expected in the coming years and drastic changes are predicted in management. Baby boomers will be replaced by Gen Xers with millennials thereafter, and the transition is not expected to be smooth. There are very few business speakers available that have both the expertise and undeniable appeal of Dr. Bontis.
- Nick's topic is very timely. Decades of intellectual capital (i.e., the brainpower of an organization) will be retiring in the near future leaving the remaining workforce struggling with lost expertise. Much of this expertise is essential to the smooth functioning of organizations. There is a real threat of decreased productivity and competitiveness for individuals, teams and organizations who don't take this threat seriously. Proper steps must be taken early on in order to ensure a smooth transition to the next generation. At no time in previous history have organizations NEEDED an intellectual capital expert like Dr. Nick Bontis to help navigate them through this quagmire.
- He is de facto the world's leading expert in his field and can provide the stimulus and action-oriented takeaways that will make each of your audience member remembering him forever.

What is the best closing strategy for booking Nick?

- Send them to Nick's website at **www.NickBontis.com**
- Have them review his highlight video on the website
- Make note of his testimonials, and client list by industry and by function
- Recommend that you contact him directly by email **nbontis@mcmaster.ca**
- Suggest that you setup a conference call directly with Dr. Nick Bontis so he can work with them one-on-one

Who is Nick most similar to?

- Nick has been described as Albert Einstein meets Robin Williams with an urban style and athletic twist

What are his presentations' main learning outcomes?

- Improve your ability to manage change
- Boost productivity and efficiency
- Promote knowledge sharing vs. hoarding
- Speed up innovation
- Avoid waste and duplication costs
- Enhance team collaboration and coordination
- Retain loyal and committed talent
- Achieve industry leading competitiveness
- Cope with information bombardment
- Leverage time saving practices
- Strategize for the future
- Understand disruptive technological trends

What speaking categories does he fall under?

- Business
- Management
- Motivation
- Leadership
- Change
- Teamwork
- Future, technology and trends
- Human resources
- Sales and marketing
- Personal and professional development

What is Dr. Bontis' experience by industry? and by function?

- Associations
- Education
- Financial
- Government & NPO
- Healthcare
- Hospitality
- Manufacturing & Consumer
- Professional Services
- Real Estate
- Technology

- C-level
- Accounting
- Finance
- Human Resources
- Sales & Marketing
- Information Technology

Note: See the following for a client list and sample testimonials:

www.NickBontis.com/BontisClients.pdf

What's his positioning statement?

Problem

Today's turbulent business environment is nothing compared to the chaotic world that's around the corner. There are three levels of analysis that require fundamental changes to accelerate your management performance: individuals must increase productivity, teams must increase collaboration, and organizations must increase innovation.

Credibility

Ranked among the Top 30 management gurus world-wide, Dr. Nick Bontis is recognized by *Harvard Business Review* and *Fortune Magazine* as "a pioneer and one of the world's real management experts." *Maclean's Magazine* has rated him as one of "McMaster University's most popular business professors for six years in a row!" He is also a 3M National Teaching Fellow, an exclusive honour only bestowed upon the top university professors in the country and is considered Canada's Nobel-prize of teaching! Considered Canada's top executive education professional, Professor Bontis is consistently rated among the best keynote speakers world-wide. He has won over a dozen teaching awards as a tenured professor of strategy and has over 130 peer reviewed publications, 4 best-selling books, and 41,000+ citations on Google Scholar. He is a world-renowned management consultant and has delivered hundreds of dynamic keynote presentations for clients over the last 25 years.

Transformation

During Dr. Bontis' enlightening, dynamic, humorous and action-packed keynote presentation you will learn how to:

- cope with information bombardment
- improve your ability to manage change
- lift productivity and efficiency
- speed up innovation through collaboration
- achieve industry leading competitiveness
- determine what immediate leadership action you can take tomorrow

Decision Matrix

This useful "decision matrix" can assist both sales staff and event producers. It outlines how his three standard keynote presentations fit with the problems and actionable outcomes the audiences experience.

Dr. Nick Bontis

Keynote Speaker – Positioning Matrix

Theme	Productivity	Collaboration	Inimitability
Level of Analysis	Individuals	Teams	Organizations
Best Audience	All levels of employees from front-line to supervisors to executives	Cross-functional teams, functional groups or structural departments	Middle-level managers to senior executives and business owners
Problem	Loss of productivity	Lack of integration	Minimal innovation
Symptom	Decreased time available for work	Lower levels of knowledge sharing	Decreased revenue and profit
Keynote	Leadership & Productivity	Collaboration & Communication	Inimitability & Growth
Lesson Learned	Increase time available for work	Increase knowledge sharing	Increase revenue and profit
Actionable Outcome	Improved worker productivity	Accelerated collaboration	Improved business performance

Our next speaker reminds us that as we accelerate into the knowledge era, intellectual capital becomes the most important asset of our organizations. However, every evening, the most important asset of the organization goes home – that's you! This brings the value of intellectual capital down to zero. Thus, we are left with three compelling questions:

1) Will it come back the next morning?
2) Is there a knowledge management process in place to protect it?, and
3) How can we grow it for sustainable competitive advantage?

Dr. Nick Bontis is ranked among the Top 30 management gurus in the world and is considered an expert in the areas of intellectual capital, knowledge management and organizational learning. He is recognized by Tom Stewart, the former Editor of *Harvard Business Review* and *Fortune Magazine* as "a pioneer and one of the world's real intellectual capital experts." *Maclean's Magazine* has rated him as one of McMaster University's most popular business professors for the last six years in a row! His new book is entitled *Information Bombardment: Rising above the digital onslaught*. He is also a 3M National Teaching Fellow, an exclusive honour only bestowed upon the top university professors in the country; often referred to as the Nobel Prize for teaching!

Dr. Bontis is always on the cutting edge of the latest management literature and techniques. He provides personal, team and organizational recommendations for improving workplace effectiveness in a manner that always leaves his audiences wanting more and more. His dynamic, high-energy presentations are a mix of practical managerial tools, rigorous academic research, strategic consulting, entertaining humour and youthful exuberance. Please join me in welcoming Dr. Nick Bontis.

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ACCELERATING COLLABORATION FOR BUSINESS (FULL OR HALF-DAY SEMINAR)

Every company's bottom line suffers because the right organizational knowledge is not applied to actions that ultimately determine the success or failure of the company. Even if organizational knowledge is applied to an action, that knowledge is not properly stored for reuse. Not only do we need to figure out how to manage all the information, best practices, systems and successes that are working for us today, we need to think beyond the boundaries of current practices, products, services, organizations and industries, to the creative and innovative ideas of tomorrow.

If you are primarily relying on your current strategic plan to take care of your organization's competitive advantage, and banking your success on traditional educational, organizational and business models, you might be in trouble. What executives need to find out is that yesterday's "logic of success" doesn't automatically translate into tomorrow's "logic of success". Are you aware of the following statistics?

- the average Fortune 500 company loses $64 million a year because of ineffective knowledge sharing
- employees who deal with information spend in excess of 50% of their time looking for answers
- less than 2% of the knowledge available to an organization is actually utilized
- 25% of the Fortune 500 have a Chief Knowledge Officer
- 25% of large Canadian corporations have a dedicated KM budget
- employees waste an average of 30 minutes a day dealing with e-mail SPAM

Sharing knowledge and information within your business is essential for successful revenue growth as well as the rationalization of costs. This seminar provides a best practices framework for understanding information in the new business environment, which is characterized by constant change. Changes to IT and HR practices, projects and products, and complete organizational structures are just a few examples requiring proper knowledge management.

A key program learning feature includes current business case studies to enhance your capacity to manage and implement a strategic initiative from start to finish. This seminar also evaluates current applications for information sharing, disaster management, technology support, and organizational challenges that arise out of effective intellectual capital management.

ACCELERATING COLLABORATION FOR NOT-FOR-PROFIT (FULL OR HALF-DAY SEMINAR)

This seminar mirrors the one for business but is targeted solely for government and not-for-profit organizations. The collective experiences and ideas generated within every level of government is immense – and extremely valuable if properly preserved. What can government look like in a knowledge-rich environment? This seminar provides actionable strategies for managing knowledge assets in the public sector.

How can your department, agency, board or project task force ensure your collective experiences are preserved and secure? The main threat is that 50% of government employees are expected to retire in the next 8 years. This program highlights a variety of government-based best practices and case studies from all levels to ensure a broad perspective of learning. Highlights also include the measurement and management of intellectual capital in not-for-profit contexts as well as international settings.

After completing this seminar you will be able to conceptualize human capital stocks and flows and determine what immediate action you can take tomorrow.

STOP ORGANIZATIONAL STUPIDITY NOW (FULL OR HALF-DAY SEMINAR)

Baby-boomers carry a massive amount of know-how in their heads. This talent pool is largely responsible for the smooth functioning of almost every organization. Key individuals hold a lifetime of experience and knowledge, and soon their know-how will simply walk out the door. Capturing this intellectual capital before its too late is a crucial task for every manager. In fact, we can event turn into a sustainable competitive advantage. Most importantly, you need to start now! Will your remaining Gen Xers and Gen Yers take care of it? During this seminar Nick will guide you to:

- see what critical challenges lay ahead for your firm
- realize different types of scenarios of how knowledge disappears and its affect on performance
- learn how to turn this compelling threat into an organizational advantage
- ensure a smooth transition from one talent base to another
- retain critical knowledge and sustain intellectual capital continuity

HR PREDICTIVE ANALYTICS AND ROI (FULL OR HALF-DAY SEMINAR)

During this dynamic seminar, Dr. Bontis will present the results of a sophisticated methodological approach to assess the HR performance of organizations. This ground-breaking HR methodology measures the antecedents of effective human capital management and the eventual drivers of organizational effectiveness. *Harvard Business Review* recently reported that the first step in organizational performance measurement is to "develop a causal model".

Dr. Bontis states, "this innovative new methodology will soon become a fundamental competence for all HR managers". Unfortunately, many HR managers do not understand how to use this methodology for their own organizational and personal development. Let Dr. Bontis navigate you towards the best performance you have ever experienced.

Using a unique causal modelling methodology he developed you will learn how to make your HR metrics come alive. He promises you will walk-out of this session having experienced "world class state of the art" HR measurement.

Finally, Dr. Bontis will help guide and build your own individual capability when it comes to analytics. He will provide personal tactics that will allow you to manage and execute an analytics project for your own organization making you invaluable to your firm. During this seminar you will:

- review world-class cases of "big data extraction for profit"
- understand the power of HR predictive analytics in visual format
- integrate qualitative (e.g., employee survey) with quantitative (e.g., turnover) measures
- leverage data you and your organization collect already
- learn how to improve your own "knowledge absorption and analytics capability"
- determine what actual HR leadership action you can take tomorrow

1. Raised stage for easy viewing throughout the room
2. No podium, chairs or tables on stage – or at least moved to far back corner
3. Large draped screen(s) to ceiling
4. Cordless lapel microphone
5. Bright computer projector
6. Wireless slide advancer / remote control
7. Please specify in advance if projection screen configuration is traditional letter box (4X3), wide screen (16X9) or other
8. Laptop with Windows operating system and Microsoft PowerPoint installed and loaded
9. Speaker will provide presentation file via USB key upon arrival
10. On stage, small draped table with jug of water with ice, empty tall glass
11. Audience microphone set near front of room on stand
12. Use of any recording devices (audio or video) are strictly prohibited without the written pre-approval and permission of Dr. Nick Bontis

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Dr. Nick Bontis continues to seek new opportunities to bring his fresh perspective, strategic thinking, analytical capability, financial acumen, and strong communication skills to your board. Current board positions include:

Concacaf Council – Concacaf (Miami, Florida)	2021 – *present*
Appia Energy Corporation – Board of Directors (Toronto)	2012 – *present*
Harvest Portfolios Group – Executive Board (Oakville)	2009 – *present*
Institute for Intellectual Capital Research Inc. – Board of Directors (Ancaster)	1994 – *present*
Canadian Soccer Association – Board of Directors (Ottawa)	2012 – 2023
KMPro – Knowledge Management Professional Society – Advisory Board (Alexandria, Virginia)	1994 – 2022
Knexa Solutions – Board of Directors (Vancouver)	1999 – 2022
ICAA – Associação para a acreditação da gestão do capital intellectual – Advisory Board (Santarém)	2015 – 2020
Centre for Surgical Invention and Innovation – Board of Directors (Hamilton)	2015 – 2016
Hillfield Strathallan College – Board of Governors (Hamilton)	2010 – 2016
TO2015 PanAm / Parapan Games – Board of Sport Organizing Committee (Toronto)	2013 – 2015
Hamilton and District Multi-Jurisdictional League – Executive Board (Hamilton)	2013 – 2015
Canada's 10 Most Admired Corporate Cultures – Board of Governors (Toronto)	2007 – 2014
United Way of Greater Hamilton – Campaign Board (Hamilton)	2012 – 2012
Learning Streams – Advisory Board (Fort Bragg, California)	2009 – 2010
Greenlight Management – Human Capital Consulting – Advisory Board (New York)	1999 – 2010
HR Professional Magazine – Editorial Board (Toronto)	2006 – 2008
Metohos Magazine – Editorial Board (Calgary)	2005 – 2007
CIC Center for Research into Society of Knowledge – Scientific Board (Madrid)	2001 – 2007
iVedha – Advisory Board (Toronto)	2002 – 2007
BrassRing Systems Inc.– Advisory Board (San Mateo)	1999 – 2005
AEROPA – Advisory Board (Antwerp)	2002 – 2003
Chronicle Technologies – Advisory Board (London)	2001 – 2003
Tomoye – Advisory Board (Gatineau)	2001 – 2003
SmartShadow – Advisory Board (Tampa Bay)	2000 – 2001

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The following coaching services are available from Dr. Nick Bontis:

LEADERSHIP DEVELOPMENT

Dr. Bontis will provide support for your top talent in leveraging their strengths, honing their skills and optimizing their leadership performance. When a leader is operating at their maximum possible effectiveness they are then able to lead teams effectively and positively impact business results.

There are a wide-range of coaching themes that Dr. Bontis has experience with which may be as simple as honing presentation and communication skills, and as complex as managing change and dealing with ambiguity. He will provide a customized, context-driven support mechanism that builds the individual's self-awareness and accelerates their development based on how best to be successful in their role and organization.

Dr. Bontis offers a wide range engagement possibilities from telephone counselling, to one-on-one private sessions, and group dynamic work. These can be designed for middle managers, senior leaders or C-level executives.

EXECUTIVE PRESENTATIONS

Dr. Bontis will become your secret weapon. He will sit down with you and design an executive presentation from start to finish. It will include the script as well as the digital visuals. Plus, he will work with you one-on-one while you practice your delivery until you are satisfied that you are ready to blow your audience away.

EXECUTIVE ORIENTATION

Dr. Bontis can coaching a newly hired senior executive on a weekly basis to make sure that you are supported properly during a stressful time of transition. He will be sure to provide successful integration of duties as well improve productivity and performance. Most importantly, Dr. Bontis will act as your sounding board to ensure that you are recognizing and building key stakeholder relationships in an environment of scarce time and resources.

CAREER MANAGEMENT

As a high-performing executive, you may be too busy to think about your career path and therefore not appropriately preparing yourself for your next move. Dr. Bontis will coach you through this transition and assist in reviewing your résumé and provide input into other important documentation as you pursue alternative opportunities.

TECHNOLOGY TIPS

As a high-powered executive, you may not be aware of all of the technological tools available to you to make you work smarter, instead of harder. Dr. Bontis will provide insight and advice on the latest tips and tools you can use to save time in your busy day. Plus, he can act as a sounding board when the "technology nerds" suggest new systems that you may not be familiar.

EMOTIONAL INTELLIGENCE

Too often, the same stumbling blocks related to culture clash and personality conflict can prevent success within a business. Through executive coaching, Dr. Bontis can uncover these barriers and work with you to overcome them. Through developing emotional intelligence, aligning personal goals with corporate strategy and taking control of the connection between culture and strategy, Dr. Bontis can provide the foundation for you to accelerate your management performance to a whole new personal and corporate level.

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The following management consulting services are available from the Institute for Intellectual Capital Research Inc:

STRATEGIC PLANNING

Dr. Bontis will assist your organization in preparing a strategic plan that is forward thinking, centered on measurable results and presented in a way that engages people and communities. Our collaborative processes help enable our clients and their stakeholders to easily move plans and strategies forward from formulation all the way to execution. We have extensive experience in the private and public sectors. Plus, we can recommend the appropriate software solution to assist in the monitoring of the plan once it has been implemented.

VENDOR ASSESSMENT

Dr. Bontis will sit as a member of your organization's procurement team to help you evaluate various vendor options. He can also help design RFP specifications and evaluation criteria so that your organizations spends its investment wisely.

INDUSTRY AWARENESS

Dr. Bontis and his team of experts will provide your organization with an initial overview of a chosen industry, the concepts, framework, metrics and solutions that are available to you. This interactive session will also provide an overview of specific solutions that your organization may require to begin an initiative.

EXECUTIVE TRAINING

Dr. Bontis will design and deliver a customized in-house training seminar for employees covering all introductory aspects of management and its impact on personal, team and organizational effectiveness. He has extensive experience in developing and administering custom in-house executive training programs.

CAUSAL MODELLING

Dr. Bontis has extensive experience in both academic research and consulting practice with causal models. This service takes your existing employee survey data results and integrates them into a comprehensive causal model thus providing greater insight into what drives certain organizational outcomes.

LONGITUDINAL CAUSAL MODELLING

This advanced methodology provides your organization with a strategic planning tool that not only determines the causal links of certain investments but can also predict their impact over time. This service requires data to be available over a number of years.

TECHNOLOGY SOLUTIONS

Dr. Nick Bontis can provide a review and recommendations of various software solutions that are available to you and your organization for both individual, team and organizational productivity.

KM DIAGNOSTIC / AUDIT

This knowledge management service allows you to assess your organization with regards to several antecedents of knowledge sharing (e.g., employee satisfaction, motivation, leadership, technology, trust, etc.). The measurement mechanism used is a combination of web-based survey administration and quantitative metric collection. The resulting data is then integrated into a comprehensive causal model that can be used to help your organization prioritize initiatives and allocate resources more effectively. This also service examines and evaluates the effectiveness of the information and knowledge repositories of your organization, both hard (i.e., filing cabinets, libraries, etc.) and soft (i.e., databases, electronic documents, etc.).

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KNOWLEDGE CAFÉ (60 minutes – 3 hours)

The objectives of the Knowledge Café are:

1) to discover shared meaning among your fellow colleagues
2) to access the organization's collective intelligence
3) to co-evolve the future of the organization

The main outcome of the knowledge café is a codified summary and outline of next steps in your strategy for accelerating management performance in your organization.

The Knowledge Café is an exciting opportunity for you to experience how a knowledge ecosystem can support the interactions of a learning community. Our learning community, the participants and presenters at this workshop, will collectively explore key topics in the field of knowledge management, organizational learning and intellectual capital.

Like the famous cafés of Paris, participants will move from table to table and through the socialization process dialogue, interact, and most importantly learn from one another. You will take away not only an experiential grasp of what a knowledge ecosystem is, but a deeper, more holistic understanding of the subject of the gathering.

These are the proposed 5 themed stations based on the popular choices of previous cafés: 1) ways to cushion turnover, 2) new technology recommendations, 3) proposed leadership evaluation, 4) sharing of worst practices, 5) what's next?

Each of the delegates will be randomly assigned to one of five (5) stations which will have coffee, sweets and paper. One (1) facilitator will also be assigned to each of five (5) stations. Facilitators stay at the café for the whole exercise and are like the social waiters of Paris.

Each table will be assigned a theme. Delegates discuss the theme at the table and exchange ideas with one another while the facilitators probe for clarification and codify their ideas on top of the table cloth (paper). Delegates can also doodle their ideas on the table top as well. After 20 minutes, a bell will ring and delegates randomly scramble to another table which highlights a different theme. These allows delegates to also meet and dialogue with virtually everyone at the event. The facilitator than debriefs the new table of delegates with the earlier highlights and challenges each delegates to push these ideas further.

After 3 rotations of 20 minutes each (or longer, depending on the duration of the whole knowledge café), a wonderful ecosystem of learning will have been developed. The rotations are labelled as follows:

i) brain dump – this session is all about generating new ideas and brain storming,
ii) edit and delete – this session is about improving on the results of the previous one, and
iii) prioritize – this session must select and prioritize the top five (5) ideas from the previous rounds.

Facilitators are then responsible for debriefing the whole audience at the end and can use their table cloths (papers) as illustrations if they wish.

Another deliverable of the knowledge café is that each participant will receive a codified summary of the top five ideas from each themed station.

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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, 21st 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 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

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

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

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.

Lyall 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 & COO, **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**., YPO Member, 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' 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 (Young Presidents Organization) 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 Consultin**g, 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. 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, HRPA, 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

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 too 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

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

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 HRPAO 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. Giraldi, 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

Dr. 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 humourous!) 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

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

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

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

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

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 HRPA (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

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, Professional Development., **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 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 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 Koetters, 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

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

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 DeGroote - then my kudos to you!!!

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

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

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

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 his 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. 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

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

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

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

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'Keeffe, 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 crowed 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

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

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

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 in Indianapolis, 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. As we expanded our conference into international markets, Dr. Bontis was once again on top of the list when searching for MDRT's featured main platform keynote speaker. There has never been a speaker world-wide that has keynoted at our event three times! Of course, his latest presentation in Sydney was truly impactful! In front of 9,500 discerning professionals, he delivered fresh content in a dynamic manner that earned him his third standing ovation. 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 executive 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

Nick Bontis delivers a high-energy presentation while personalizing the experience for everyone. He explains some of the complexities of information bombardment in a way that is very accessible for the audience; and he offers some good tools for a sound mind in the future we are facing. When he introduced the idea of intellectual capital, it was a subtle shift in my perception, but a very empowering one. To borrow from his own wisdom, being in his session was an experience in unlearning some of the ways we operate in and around systems of knowledge. My mind was buzzing by the end with some new-found clarity on how I choose to expend my attention in the digital world. Dr. Bontis' book has been a great follow-up from his session. I will definitely be sharing what I have learned from him in my media literacy workshops!

Alyssa Evetts, Faculty of Arts & Humanities, **Western University**, London, 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 have 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 professional 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 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

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

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

Dr. Nick Bontis delivered a higher energy and very engaging presentation to our top Canadian Supply Chain leaders. His thought leadership on change and technology was insightful and provocative. Truly enjoyable experience.

Joe Oliveira, Integrated Supply Chain, **Kraft Foods**, Toronto, Canada

You did a great job at both our Toronto and Vancouver BBD U events. I think reaction could be summed up best by one attendee's comment that "in the 40 years in our industry this was the best seminar he has ever attended". You are the man. Well done.

Ron Southward, President, **Benefits by Design**, Toronto, Canada

What a great job you did! We had so many people come to the booth to thank us for sponsoring you; they said you were the best guest speaker of the conference.

Sandy Campbell, Director of Marketing, **Atlas Van Lines Canada – HRPA Corporate Sponsor**, Oakville, Canada

Nick Bontis is an engaging speaker with boundless energy. He comes armed with an arsenal of facts and evidence-based research, challenging his audience to rethink their habits and use of technology in order to work smart, play hard and live large.

Keri Ferguson, Development Officer, **Western University**, London, Canada

In my 35-year career, I have never seen another speaker captivate an audience like Dr. Nick Bontis. His recent Presentation at our FCPC Conference was entertaining, informative, thought provoking and world class. Nick is an excellent communicator and his positive energy is infectious. His material is relevant, motivating and actionable. I highly recommend Nick and look forward to having him speak again.

Jim Slomka, Sales Director, **Clorox Company of Canada**, Toronto, Canada

Dr. Bontis delivered an engaging, insightful, and energetic session highlighting the reality we face as an organization today. His unique style and fact-based delivery provided a perspective that participants could really relate to. Viewpoints were being changed as a result of the information shared by this world renowned academic, and everyone had fun in the process. Our organization will definitely benefit from this productive session.

Mark Bainbridge, Director Public Works Department, **City of Hamilton**, Hamilton, Canada

We so enjoyed hosting Dr. Nick Bontis at our recent Leadership Meeting! He delivered a perfect balance of thought-provoking substance along with incredibly high energy that had our entire leadership team engaged from start to finish. The subsequent breakout sessions we conducted following the keynote yielded some great new ideas that we can action! I would highly recommend Dr. Bontis as an inspiring resource to help organizations navigate in the Digital Era.

Scott Mikalachki, Innovation Discovery Leader, **3M Canada**, London, Canada

Dr. Nick Bontis hit the stage running during his keynote talk and never let up. It was pure excitement and energy! 'Sustained success begins with you', was our conference theme and Nick's message to leadership that it must work more smartly to embrace the meteoric pace of information overload, clearly resonated with our audience. He engaged with tenacity and his creative genius had the crowd laughing, thinking, questioning and wanting more. He is the perfect storm combining intellectual expertise, comedic relief and exceptional speaking skills all in one...you simply have to bring Dr. Bontis to your next event.

Greg MacDougall, Chair, **Association of Manufacturing Excellence**, Cincinnati, USA

Our members loved Nick's presentation, he was a highly engaging and passionate presenter and you could feel the energy in the room! Here's what our members had to say: "Very entertaining and energetic speaker!", "Amazing speaker! I have not seen any other speaker explain the Causal Model in such fun way. Really great!", "Dynamic, entertaining, and interesting speaker that shared some thought provoking observations about the future.", "Dr. Nick is the Eddie Murphy of the HR world! I have never laughed so much while learning about an area that is normally baffling." We would love to have Dr. Bontis speak for us again.

Flavia Iuston-Blair, Programs Director, **HRPA Peel Halton**, Brampton, Canada

You bring an energy to the room like no other speaker that I have seen. I really enjoyed the tie-in to business as some speakers focus on the "cool" topics and leave out the real-world connectivity. You managed to do both!

Catherine Wieckowska, Vice President, **Responsible Distribution Canada**, Burlington, Canada

Having seen "Nicky B" for the second time as a keynote speaker, I can say without hesitation that he will not disappoint. Same conference, seven years apart, but all conference attendees – whether they had seen Nick speak before or it was their first time – responded the same way – their smartphones didn't leave their bags or pockets until the clapping had finished and it was time to go home. If someone can keep an audience captivated for an hour in today's smartphone-addicted society, then I think there is no better way to measure audience engagement.

Saskia Martini-Wong, Director of Member Services, **Surety Association of Canada**, Mississauga, 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 two books!

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

A simple "thank you" does not seem adequate enough to convey how we feel about your inspiring presentation at our Joint Technology and Innovation Network event. Your keynote presentation was on target to help participants better appreciate the challenges of managing information and knowledge within their organizations. In your captivating way, you addressed current issues and provided insight into future trends in a way that each person in the room could relate to. Thank you for all of your efforts in making this event a huge success and I look forward to partnering with you on future events.

Marianne Fota, Manager Executive Networks, **Conference Board of Canada**, Ottawa, Canada

Nick Bontis presented at our Leadership Summit for the York Region Chapter of HRPA. Nick is an intelligent, dynamic and entertaining speaker. He has the unique ability to deliver complex concepts in an easy to understand way with energy and humour. The reality and evidence he provided on the impact of information bombardment was enlightening. We would definitely recommend Nick.

Sylvia Loughran, Professional Development Committee, **HRPA York Region**, Richmond Hill, Canada

I heard Nick! Client booked Nick! Nick delivered!
As a professional event planner I am constantly in search of vibrant speakers. I heard Nick Bontis speak and knew instantly that he would be the perfect closing speaker for a client's conference. The process of connecting the client with Nick to ensure a good match….to booking and negotiating the contract….to working through onsite logistics….to post-event follow-up - dealing with Nick and his team was flawless! Being positioned as a closing keynote speaker is a tough position, yet Nick's energy, his up-close interactions with delegates, his lightning speed wit, and his fascinating message proved to be a powerful combination to close my client's event. The enthusiasm in the room was palpable and the feedback has been remarkable! If you are seeking a dynamic speaker, Nick Bontis will not disappoint.

Heather Reid, Principal Planner and Owner, **Innovative Conferences & Communications**, London, Canada

The survey results are in … the delegates at our 7th Annual Winter Summit event in Hamilton, Ontario said you were a fabulous speaker whose content was delivered with such passion. The content was on point and relevant to their lives. Many also said you were terrifically entertaining and a thought-stimulating speaker! Thank you Dr. Bontis.

Tracy Blyth, Executive Director, **Canadian Society of Association Executives Trillium Chapter**, Toronto, Canada

Your discussion on technological disruption and the future of work was both invigorating and thought provoking. I know the members of the Council really found your discussion of the areas that could—and likely will—be disrupted in the coming years to be fascinating and relevant. From a personal perspective, I want to thank you so much for joining us and for bringing a real energy to the group that was sustained throughout the meeting. I know that your presentation resonated well with the group, as the conversation surrounding disruption was continued over dinner later that evening. Thank you once again, Nick, for taking the time to share your expertise with us. I'm looking forward to working together again in the future!

Monica Haberl, Network Manager, **Conference Board**, Ottawa, Ontario

Bontis = E^3. Engaging, energetic, and entertaining! I've had the pleasure of hearing Dr. Bontis speak at several events, and he never disappoints. His wide range of speaking topics have a unique blend of informative content with modern day, real world application. He has a distinct skill whereby he can take a boring or dry subject and turn it into something fun and appealing for all. His ability to command and hold an audience's attention is unrivaled by any keynote I've ever heard speak. I still get compliments to this day from various associates and acquaintances asking about Dr. Bontis. You absolutely cannot go wrong with any event where he's the key attraction!

Ammar Balika, Director of Sales, **Hamilton Convention Centre by Carmen's**, Hamilton, Canada

Our keynote speakers are the highlight of our conference each year and Nick definitely delivered on the expectation that our delegates had of a high quality session. Dr. Nick Bontis is a high quality presenter who keeps the audience engaged, while providing a content-rich presentation. His keynote stood out for many delegates as the highlight of the conference. Our delegates had great things to say about Nick's keynote including: "All speakers were engaging in their own ways however Dr. Nick Bontis' presentation really stood out"; "Dr. Nick Bontis was AMAZING. Probably the very best speaker you have ever had"; "Dr. Nick was the most engaging presenter and the content was future-thinking and relatively new"; "Great pick with him, especially as a lunch keynote". Having Nick present in a breakout session following his keynote provided our delegates with a chance to hear more from Nick following his keynote. Comments from delegates in Nick's breakout included: "Great use of data, very energetic, showed passion for the topic"; "He is absolutely invigorating! I would like to see him present again"; "This was a fantastic presentation with many different takeaways"; "This was the best breakout session! Dr. Bontis spoke about some fairly complex strategies in a manner that everyone could understand. He provided real world examples and explained the impacts to HR via the Causal Model."

Ron Gauthier, CEO, **CPHR Manitoba**, Winnipeg, Canada

Thank you again for your fantastic work at the Talking Today's Youth event. From the great feedback we've heard, the community and RBC partners loved the night, with your presentation being such a wonderful highlight. Your presentation was incredibly energizing, engaging and entertaining across our very broad audience. As well, your enthusiasm, flexibility and willingness to support our initiative throughout the planning and night of was also much appreciated. Again on behalf of the Foundation Nick, thanks so much for sharing your incredible talents and infectious spirit to help us make the evening and important conversations truly connect and motivate our community.

Colleen Mulholland, President & CEO, **Burlington Foundation**, Burlington, Canada

Nick was truly wonderful! We all had a fantastic tour and his keynote was very well received. He was interesting, informative and entertaining. Even after hearing his presentation for the fourth time by Friday, I was still picking up insights and having ah-ha moments.

Heather Ramsay, Senior Public Relations Strategist, **AdFarm TechTour**, Calgary, Canada

Dr. Nick Bontis addressed our organization at an all-staff event where hundreds were present. Nick is an energetic, captivating and engaging keynote speaker – with an effective and timely dose of humour. He gets to know your objectives, puts together a succinct presentation, works closely with you, and really delivers. I highly recommend him.

Nicholas Di Cuia, Manager of Communications, **ONA – Ontario Nurses Association**, Toronto, Canada

I want to first say THANK YOU for the great contribution you made to our Money Show! We have been producing conferences for nearly 40 years and your keynote was one of the best we've ever seen. I appreciate your time to share your expertise with our attendees and your involvement in the Money Show.

Jordan Berger, Producer & Publisher, **The Money Show**, Sarasota, USA

Dr. Nick Bontis is a high-energy presenter who takes a challenging end-of-day keynote slot and pumps up the mood in the room. We were thrilled to have 'Dr. Nick' speak at our 70th Anniversary Conference and his insight into technology, challenges and opportunities linked in really well with the "digital world" theme of our event. Thanks again for making us laugh!

Julia Kuzeljevich, Public Affairs Manager, **Canadian International Freight Forwarders Assoc. (CIFFA)**, Toronto, Canada

Dr. Bontis did an exceptionally nice job getting an important message out to everyone in the room and did it with the perfect blend of charm and humor.

Arpi Sookiassian, Regulatory Manager, **Northspec Chemicals Corp.**, Toronto, Canada

Our dynamic keynote speaker was Dr. Nick Bontis, a world-renowned intellectual capital expert and tenured Canadian professor. This was the highlight of the summit for me, and I think this may quite frankly have been the best keynote address I have ever heard or seen anywhere from my career in tourism and education. Bontis talked to us about the significance of personal electronic devices in our lives, the notion, or perception thereof, that we have no time to do what we need to do in any given day, and the concept of giving something your attention. Wow! One hour of fast paced, on the edge of your seat, laughing, and then in the next sentence, being brought to tears, as you realized he was talking about you. He was unbelievably thought provoking.

Frank O'Connor, Columnist, **The Sault Star**, Sault Ste. Marie, Canada

I had the pleasure of hearing Dr. Nick Bontis speak at an educational event in Burlington, Ontario. WOW, he is the best speaker I have ever heard! He was so engaging; he had the crowd yelling out answers to his questions and it was so fabulous. Nick is a real game changer for me because I am able to hear a ton of speakers based on the work I do. My bar now is so high. Last month I heard he was going to be doing another speaking engagement for one of the groups I attend, Financial Executives International so I booked a ticket for myself and brought two guests with me so they could hear an amazing interactive, fun, educational and memorable discussion. He will get you thinking about our new world and how we have to change our behavior so we can be productive in it. If you want to fill a room and you want to have that WOW factor, look no further than Dr. Nick Bontis.

Judi Smith, Vice President, **Marsh Canada**, Toronto, Canada

I found Dr Bontis' presentation on Surviving in a World of Digital Transformation to be very informative as well as eye opening. His exuberance as he speaks is contagious. I appreciated being reminded that it is not more time that we all need in a day, it is what we do with the time that we have that is important. If given the opportunity to see Dr Bontis speak, I highly recommend him.

Peter Gimon, Chief Financial Officer, **Engineering.com**, Mississauga, Canada

I had the opportunity to introduce Dr. Bontis at the Canadian Conference for Credit Union Leaders. Not only was his presentation energetic, he fully engaged the audience and got us thinking about how the world is changing and what the future is going to bring and what we have to be thinking about! Insightful information combined with powerful delivery kept us engaged throughout the session. I'd highly recommend Nick!

Annette Bester, Partner, **MNP**, Saskatoon, Canada

Dr. Nick Bontis was the keynote speaker at our annual conference recently and to say that he delivered is an understatement. His discussion on collaboration tied in beautifully to the theme of our conference around pursuing excellence and idea sharing within our organization. Dr. Bontis is energetic, engaging and thought provoking. His years of research on the subject matter dovetails nicely into modern corporate issues and you will only be better for it if you have him deliver the message to your organization. My highest praise for his work at our event.

Robert Shaw, Director, Growth and Transition Capital, **BDC**, Ottawa, Canada

Energetic, fun and insightful are just some of the words to describe a session with Dr. Bontis. He knows how to enlighten and more importantly – keep the audience engaged throughout the entire session. Looking forward to seeing this man in action again!

TJ Walia, Education Lead, **Microsoft Canada**, Mississauga, Canada

Dr. Bontis was a keynote speaker at our annual Users Group conference, attended by +300 customers and +100 employees. Prior to the conference Dr. Bontis worked with us to craft his presentation to ensure that his messaging tied to the key themes of our conference and delivered an outstanding presentation. Feedback from attendees was insightful and thought provoking." One of our senior executives in attendance commented…. "I've probably seen over 100 keynote presentation in my day at various events and this has to be in the Top 5!" If you are considering a keynote speaker for your event, you cannot go wrong with Dr. Nick Bontis.

David S. Grant, Director of Marketing Americas, **Honeywell Building Solutions**, Scottsdale, USA

Nick captures one's attention instantly and keeps it for the duration of the program. As a facilitator for our events, Nick makes each and every attendee and speaker feel important and that they are a vital part of the day. We've worked together for 10 years and his energy and creativity is better than ever. When it comes to execution and carrying the day, he is someone you can rely on!

Michelle Jursa, Program Director, **Canada's Top 40 Under 40**, Toronto, Canada

Dr. Nick Bontis kept his audience captivated. He enthralled them with a customized and dynamic presentation on how IP-enabled inanimate objects are changing our lives.

Abdul Latheef, Journalist, **TruckNews.com**, Toronto, Canada

Dr. Bontis hasn't lost his stride. After a 10-year gap between his first presentation to our industry association and his most recent one, our group was just as entertained, educated and engaged as we were the first time. Nick combines a solid grasp on knowledge management trends and opportunities with an energetic, inclusive presentation style that is second to none. A wonderful experience for our entire group.

Jon Leeson, Vice President and General Manager, **Desco Plumbing and Heating Supply**, Toronto, Canada

Having worked with Nick a number of times over many years, I can attest to his consistent, passionate delivery and seemingly unlimited energy. His keynote presentations are true performances, riveting, entertaining, and enlightening.

Alicia Rollo, Director, Education and International Affairs, **Canadian Institute of Actuaries**, Ottawa, Canada

I was very impressed with Dr. Bontis' presentation and the enthusiasm of his delivery. It was one of the best speeches I have ever heard! Thank you for the personalized gift of his book. I will enjoy the read. We are all in agreement with the sentiment of information bombardment and its overload impact. I look forward to crossing paths with Nick again and would like to thank him educating investors. We appreciate his contribution greatly.

Kim Githler, CEO & Chair, **The Money Show**, Sarasota, USA

Dr. Nick Bontis delivered what was by far the best keynote that our MDRT audience has ever seen. Full of energy, entertainment, enthusiasm, and mind-altering knowledge helped set the stage to a really successful conference. Super interesting content + unique presentation format + engaging speaker, the trifecta for an amazing main platform keynote.

Panos Leledakis, MDRT member, **IFA Academy**, Sydney, Australia

Nick came as advertised, he got the crowd's full attention from start to finish and was extremely engaging. Provided not only great insight and tools on how to be more productive but made us realize some things to improve ourselves professionally and personally. He is one-of-a-kind, extremely well prepared, passionate, and sincere in his message. Everyone can benefit from something that Nick shares in his talks. He was a great inspiration for myself, my team, and my members!

Jean-Marc (JM) Picard, Executive Director, **Atlantic Provinces Trucking Association**, Halifax, Canada

Dr. Nick Bontis was engaging and funny. He is a great communicator and his keynote presentation was impactful. I want to thank him for his amazing talk and book.

Danny Akoury, Health Solution Consultant, **Elvium Life Sciences**, Pickering, Canada

Dr. Nick Bontis has been the moderator for our Canada's Top 40 Under 40 Forum for a number of years and he is outstanding! We bring together 40 of the smartest, most successful and busiest young leaders in Canada for a couple days and Nick not only keeps them at attention, but more importantly helps inspire, motivate, and energize them to the point that the Forum is as important to them as the award itself. Great job Nick!

Les Gombik, Managing Partner, **Caldwell Partners International**, Calgary, Canada

I would like to both commend and thank Dr. Bontis for an excellent Executive Master Class. That was eight hours that was easy to invest in. It was relevant regardless of the job, position, or sector one was in. Many people do not recognize the value or necessity for professional development within the charitable and non-profit sector. With changes in fundraising, it is critical to operate using business principles. Nick's Executive Master Class provided detailed methods to make better business decisions and improve communication regarding strategy. As an organization, Heart Niagara will share his tools and methodology to implement effective strategies within our community. Clearly, Dr. Bontis chose the right path. His ability to translate information and customize the message for the audience was outstanding. Thank you for choosing to improve the education path for students, businesses, and our community.

Karen Stearne, Executive Director, **Heart Niagara**, Niagara Falls, Canada

Let me thank you for helping us make our first leadership conference a success. We first met 10-years ago when I was with another organization in the construction industry and you helped make that leadership meeting a tremendous success. Fast forward 10-years later and your thought-provoking insights, engaging style and passion for connecting with your audiences remains self-evident. If any organization is looking for a keynote speaker that will challenge your organization to think differently, create a new mind-set, and look to the future of business, Dr. Nick Bontis should be your number one choice. He will help your leaders think more strategically and pivot to new possibilities.

Mark Osborne, Vice President, Human Resources & Safety, **Day & Ross**, Hartland, Canada

It was an absolute privilege to be a part of the Executive Master Class taught by Dr. Nick Bontis. The entire experience was one of a kind and difficult to put into words. The preparation work beforehand was interesting from the start (yes, you better do your homework), the content was fascinating, the lessons learned were extremely valuable and it was all delivered by the most engaging and dynamic speaker I've ever witnessed. Every member of the executive team had something to learn from Dr. Bontis and the actionable tools you will come away with will add tremendous value to your organization and personal career development. Take time for yourself and your professional development, invest in yourself through Dr. Bontis, you will be glad you did.

Erin Simon, Director of Human Resources, **Carmen's Group**, Hamilton, Canada

Dr. Bontis is a passionate presenter. His understanding of efficiency shed new light on how to manage my time and how to help manage my employees. His detailed presentation will immediately impact how I collaborate more efficiently with my co-workers. He connected with every audience member personally and left them captivated and energized. I truly enjoyed his keynote presentation and I hope to get the opportunity to learn more from him in the future.

Paul Hutt, Vice President, **Ontario Association of Fire Chiefs**, Ottawa, Canada

I would highly recommend Dr. Nick Bontis as a keynote speaker who brings business topics to life. The feedback we received following his keynote address was outstanding. Engaging, interesting, provocative, and educational were some of the terms used to describe his presentation. AND, it was VIRTUAL! He has mastered the skill of being there when not really there! We look forward to having him speak to us again. Simply fun, inspiring, and awesome!!!

Barb Dammann, Director Client Services, **Packaging Distributors of America**, Atlanta, USA

Thank you for the excellent virtual keynote presentation at our Leadership Culture Conference. Some of the written feedback we received from attendees included: engaging, enthusiastic, great energy, involved the audience, wealth of knowledge, provided me with ideas I can put into practice, excited to take the test and read the e-book, and great way to finish the conference.

Lindsey Laberge, Director, Human Resources Services, **ConnectFirst Credit Union**, Calgary, Canada

Dr. Nick Bontis never fails to deliver on great presentations and consulting engagements. We just held an online Learning Analytics conference with more than 700 registrants representing hundreds of medium to large organizations. He nailed the session, providing critical insights in a high energy way. I highly recommend him for his expertise, credibility and truly engaging delivery for a virtual presentation.

Kent Barnett, CEO, **Performitiv**, Chicago, USA

Thank you for the most entertaining and energetic presentation where many of the points you raised were real and simple. I look forward to reading you book.

Paul-Émile Cloutier, President and CEO, **HealthCare Can**, Ottawa, Canada

Nick was simply put, phenomenal as a keynote speaker for our national conference. He took the time to understand our delegates and intended outcomes and exceeded our expectations. His energy, his passion, and his high-quality content cannot be beat. His virtual keynote practically exploded off the screen and into real-life. All of our online delegates were thoroughly motivated and fully charged to take action right away! In a world where we are all striving to return to in-person events, Nick made it feel like he was right in front of us and had our audience on the edge of their seats.

Matt Allen, Chief Innovation Officer, **Professional Golfers Association (PGA) of Canada**, Acton, Canada

Associations

Associations gather to learn best practices from one another and grow their membership. Nick is the perfect opening or closing keynote speaker for your upcoming event. He will energize your attendees with his dynamite delivery and solid content. Dr. Bontis has been invited back to speak at some of the world's most prestigious association events including Human Resources Professionals Association, the Conference Board and Young Presidents Organization.

Professor 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.

ONTARIO GENERAL CONTRACTORS ASSOCIATION | MISSISSAUGA

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.

HRPA – HUMAN RESOURCES PROFESSIONALS ASSOCIATION | TORONTO

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.

AMERICAN PRODUCTIVITY AND QUALITY CENTER | HOUSTON

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.

AMA – LATIN AMERICA | BUENOS AIRES

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.

MORTGAGE BROKERS ASSOCIATION OF BC | VANCOUVER

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.

ALBERTA MOTOR ASSOCIATION | EDMONTON

- AceTech Ontario
- Alberta Motor Associaton
- American Management Association
- American Productivity and Quality Center
- American Records Management Association

- Associação Portuguesa para a Gestão do Conhecimento
- Association for Information and Image Management
- Association of Canadian Clinical Academic Department Administrators
- Association of Ontario Land Surveyors
- Association of Public Sector Information Professionals
- Automotive Industries Association of Canada
- British Columbia Human Resources Management Association
- Canadian Association for Pharmacy Distribution Management
- Canadian Association of Career Educators & Employers
- Canadian Association of Independent Life Brokerage Agencies
- Canadian Association of Municipal Administrators
- Canadian Association of University Business Officers
- Canadian Community of Computer Educators
- Canadian Council of Grocery Distributors
- Canadian Employee Relocation Council
- Canadian Engineering Competition
- Canadian Grocery Association
- Canadian Home Builders' Association
- Canadian Human Resource Professionals
- Canadian Information Processing Society
- Canadian Institute for Chartered Accountants
- Canadian Institute of Actuaries
- Canadian Institute of Plumbing & Heating
- Canadian Marketing Association
- Canadian National Institute for the Blind
- Canadian Society of Association Executives
- Canadian Society of Customs Brokers
- Catholic Health Association of Ontario
- Catholic Principals Council of Ontario
- Centro de Investigación sobre la Sociedad del Conocimiento
- Certified General Accountants of Ontario
- Certified Management Accountants
- Chartered Professionals in Human Resources Manitoba
- CIO Association of Canada
- Conference Board
- CoreNet Global
- Credit Union Professionals Association
- Data Management Association International
- eContent Institute
- Educational Computing Network of Ontario
- Electricity Council
- Electro Federation

- Fire Education Association
- Food and Consumer Products of Canada
- Goldenkey International
- Hospitality Human Resource Professionals Association
- Human Resources Association of Nova Scotia
- Human Resources Institute of Alberta
- Human Resources Professional Association
- Infonex
- Information Technology Service Management Forum
- International Quality and Productivity Centre
- Internet World
- Investment Funds Institute of Canada
- Ivey Alumni Association
- KM World
- Knowledge Management Consortium International
- Manitoba Quality Network
- MDRT – Million Dollar Round Table
- Mortgage Brokers Association of BC
- MPI Meeting Professionals International
- Municipal Finance Officers Association of Ontario
- Municipal Information Systems Association of Ontario
- National Convenience Store Distributors Association
- National Electrical Leadership Association
- National Government Managers Community
- Northern Ontario HR Professionals Association
- Ontario Association of Non-Profit Homes & Services for Seniors
- Ontario Camps Association
- Ontario Centres of Excellence
- Ontario Economic Leadership Summit
- Ontario Health Quality Council
- Ontario Hospital Association
- Ontario Long Term Care Association
- Ontario Mutual Insurance Association
- Ontario Municipal Administrators Association
- Ontario Nurses Association
- Ontario Road Builders Association
- Ontario Securities Commission
- Ontario Sewer and Watermain Construction Association
- Professional Golfers Association (PGA) of Canada
- Project World
- The Hamilton Club
- The Law Office Management Association

- The Strategy Institute
- Top 40 under 40
- Toronto Law Office Management Association
- U.S. Government CIO Summit
- United Way
- Urban and Regional Information Systems Association
- World Plumbing Conference & Mechanical Contractors
- Young Presidents Organization

Education

Dr. Nick Bontis is a 3M National Teaching Fellow award-winner, an exclusive honor only bestowed upon the top university professors in the country considered the Nobel Prize for educational leadership. Find out why so many audience members say they wished Dr. Bontis was their professor back in university. He has been a featured speaker at some of the most respected educational institutions around the world including the Canadian Council of Montessori Administrators, the Catholic Principals' Council of Ontario and the Canadian Association of University Business Officers. Nick is also among the highest rated executive educators in Canada having delivered customized programs at Ivey (Western U), Rotman (U of Toronto), Smith (Queen's U), Rogers (Ryerson U) and Schulich (York U).

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.

UNIVERSITY OF TORONTO | TORONTO

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.

AUSTRIAN IC RESEARCH CENTER | VIENNA

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!

MOHAWK COLLEGE | HAMILTON

I thoroughly enjoyed Dr. Bontis' intriguing comments made at the Valley Business Conference in Fresno California. His assessment of future skills' needs is right on and I have already used Nick's rationale to support my statement that people should invest in themselves – it will provide the best return on investment that they'll ever get.

FRESNO CITY COLLEGE | FRESNO

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.

MCMASTER UNIVERSITY | HAMILTON

- Algoma University
- Association of Canadian Clinical Academic Department Administrators
- Austrian Intellectual Capital Research Centre
- Canadian Association of University Business Officers
- Canadian Council of Montessori Administrators

- DeGroote Health Leadership Institute
- Filene Research Institute
- Hillfield Strathallan College
- Iroquois Ridge High School
- Ivey Executive Development
- McMaster University
- Miramichi Learntec
- Queens University
- Royal Roads University
- Ryerson University
- Schulich Executive Education Centre
- Shad Valley International
- Taiwanese Institute for Intellectual Capital Research
- Tec de Monterrey Mexico
- The Catholic Principals' Council of Ontario
- University of Alberta
- University of Lecce Italy
- University of Toronto
- University of Waterloo
- Western University

Financial

Dr. Bontis is intimately involved with the financial services industry. He worked for several years at CIBC which is ranked among the top 10 strongest banks in the world. He has published numerous case studies, research papers and his award-winning doctoral dissertation all based on the financial services industry. He is the only keynote speaker to present at back-to-back annual sessions of the MDRT (Million Dollar Round Table) considered one of the top financial industry associations in the world. His clients include RBC, BMO, TD, Scotia Bank, Manulife, London Life, Hartford Insurance and dozens of credit unions.

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

BANK OF MONTREAL | TORONTO

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" which is 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.

CREDIT UNION CENTRAL OF BC | VANCOUVER

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.

CITIGROUP | TORONTO

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!

GREAT-WEST LIFE AND LONDON LIFE | LONDON

- AIC Limited
- AXA Insurance
- Bank of Canada
- Bank of Montreal
- Benefits by Design
- BMO Institute of Learning
- Canadian Association of Independent Life Brokerage Agencies
- CI Investments

- CIBC
- CITI Bank
- Credit Union Central of BC
- Credit Union Management Association
- Credit Union Professionals Association
- CUMIS
- Desjardins Group
- Filene Research Institute
- Fundserv
- Great West Life
- Hartford Insurance
- HSBC Bank
- HUB International
- IDC Worldforce Insurance Network
- Independent Financial Concepts Group
- ING Bank
- Insurance Institute
- Invesco
- Laurentian Bank
- Lehman Brothers
- London Life
- Mackenzie Financial
- Manulife Financial
- Marsh and McLennan
- MDRT – Million Dollar Round Table
- Mearie Group
- Mortgage Brokers Association of BC
- North Shore Credit Union
- Ontario Mutual Insurance Association
- Ontario Securities Commission
- Peak Financial
- RBC Insurance
- Royal Bank Canada
- Scotiabank
- TD Bank
- Westminster Savings Credit Union

Government & NPO

Dr. Bontis has presented at various high-profile government and non-profit organizations throughout his career. Much of his content is based on management consulting projects that he has spearheaded with such high-profile organizations as the United Nations, the United Way, Health Canada and the US Navy. Nick also developed and delivered a very popular series of seminars across Canada for municipal, provincial and federal government employees.

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.

GOVERNMENT OF ONTARIO | TORONTO

Nick Bontis is awesome! The man is so talented and 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.

TREASURY BOARD OF CANADA | OTTAWA

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. 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!!!

PUERTO RICO TOURISM | SAN JUAN

Dr. Bontis' depth of knowledge and engaging presentation style on the aspects of knowledge management are unparalleled. Dr. Bontis is a "must" for any event – at our recent event he captivated the audience during his presentation and provided all participants with valuable food for thought. 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.

ENVIRONMENT CANADA | OTTAWA

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, but 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 too 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.

GOVERNMENT OF ALBERTA | EDMONTON

- Agriculture and Agri-Food Canada
- Association of Municipalities of Ontario
- BC Assessments

- Burlington Economic Development Corporation
- Canada Revenue Agency
- Canadian Association of Municipal Administrators
- Canadian Centre for Management Development
- Canadian Nuclear Safety Commission
- City of Brantford
- City of Hamilton
- Conference Board
- Correctional Services Canada
- Department of National Defence and Canadian Forces
- Environment Canada
- Government of Jamaica
- Government of New Zealand
- Hamilton Economic Summit
- Hamilton Police
- Health Canada
- House of Commons Parliament of Canada
- HRDSC Human Resources and Skills Development Canada
- Local Government Management Association of British Columbia
- Municipal Managers of the City of Beijing
- Natural Resources Canada
- Ontario Economic Summit
- Ontario Federal Council
- Ontario Management Board Secretariat
- Ontario Ministry of Consumer and Business Services
- Ontario Ministry of Economic Development & Trade
- Ontario Ministry of Education
- Ontario Ministry of Labour
- Ontario Ministry of Municipal Affairs and Housing
- Ontario Ministry of Training, Colleges & Universities
- Ontario Ministry of Transportation
- Ontario Municipal Benchmarking Initiative
- Parks Canada
- Public Service Commission of Canada
- Public Works and Government Services Canada
- Royal Canadian Mounted Police
- Search Results
- Statistics Canada
- Supervisors Government of Alberta
- Town of Oakville
- Transport Canada
- Treasury Board Secretariat of Canada

- U.S. Navy
- United Nations
- Waterworks WRDSB
- Western Economic Diversification Canada

Healthcare

The healthcare industry is absolutely in need of accelerated performance at the individual, team and organization levels. The constant cry of "do more with less" is loud and clear and in response, Dr. Bontis has delivered dozens of riveting presentations to senior and mid-level managers at such organization as Health Canada, Canada Health Infoway, AstraZeneca, the Ontario Hospital Association, the Ontario Nurses Association and the Canadian College of Health Service Executives.

Dr. Nick Bontis addressed our organization at an all-staff event where hundreds were present. Nick is an energetic, captivating and engaging keynote speaker – with an effective and timely dose of humour. He gets to know your objectives, puts together a succinct presentation, works closely with you, and really delivers. I highly recommend him.

ONA – Ontario Nurses Association | TORONTO

I had the pleasure of hearing Dr. 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.

NORTHUMBERLAND HILLS HOSPITAL | COBOURG

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 engaged and entertained through the 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.

HAMILTON HEALTH SCIENCES | HAMILTON

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.

TRILLIUM HEALTH CENTRE | MISSISSAUGA

Dr. 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!

MCMASTER FACULTY OF HEALTH SCIENCES | HAMILTON

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.

ASTRAZENECA | MISSISSAUGA

- AstraZeneca
- Boehringer Ingelheim

- Calgary Health Region
- Canada Health Infoway
- Canadian College of Health Service Executives
- Catholic Health Association of Ontario
- Central Park Lodges
- Chatham Kent Health Alliance
- Country Terrace L-T Care
- Covenant Health
- DeGroote Health Leadership Institute
- DePaul Assisted Living
- Eli Lilly
- Extendicare
- Grand River
- Hamilton Health Sciences
- Health Canada
- London Drugs
- L-T Care Leadership Institute
- McMaster University Department of Obstetrics and Gynecology
- OHA – Ontario Hospital Association
- Ontario Health Quality Council
- Ontario Long Term Care Association
- Ontario Nurses Association
- PeopleCare
- Prime Strategies Medical Equipment
- Providence Health Care
- Senior Living Magazine
- Specialty Care
- Trillium Health Centre

Hospitality

With intense competition and elevated consumer expectations, the hospitality industry is facing historical pressure for reinvention. Dr. Bontis provides real-life insight based on his extensive research background on how organizations can push themselves to collaborate and innovate. Find out why firms such as Tim Hortons, Uniglobe Travel and Westin Hotels have invited him back to present again and again.

Dr. Nick Bontis wowed our management team with his presentation. 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.

CACTUS RESTAURANTS | VANCOUVER

Expectations were high for Nick's session at the talent management conference, but they were indeed surpassed! Dr. Bontis was as clever and provocative as ever. He challenges 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.

YUM! BRANDS | LOUISVILLE

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!

DELTA HOTELS AND RESORTS | TORONTO

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.

BANFF ASPEN LODGE | BANFF

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.

UNIGLOBE TRAVEL | VANCOUVER

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!

WESTIN HARBOUR CASTLE HOTEL | TORONTO

- Banff Aspen Lodge
- Cactus Restaurants
- Canadian Association of Foodservice Professionals
- Coast Hotels
- Delta Hotels
- Earl's Restaurants
- Grocery Innovations West
- Joey Restaurants
- Kelsey's Original Roadhouse
- Maple Leaf Sports & Entertainment
- Ruth's Chris Steak House
- Sysco Foods
- Tim Hortons
- Tourism Hamilton
- Uniglobe Travel
- Westin Hotels & Resorts
- Yum! Brands

Manufacturing & Consumer

As a long-time resident of Hamilton (known as the steel city), Dr. Bontis is well aware of the transformation necessary to maintain vibrancy in a manufacturing-intensive and consumer-oriented environment. His deep insights into complex production and new product development have led him to deliver several high profile executive learning programs for organizations such as 3M, Celestica, General Mills, Kraft Foods, L3 Wescam, Nestlé, Owens Corning, CRH Dufferin Construction and SNC-Lavalin.

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!

CASCADES PAPER & PACKAGING | MONTREAL

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!

NEMAK AUTO PARKS | MONTERREY

Dr. Nick Bontis delivered a high energy and very engaging presentation to our top Canadian Supply Chain leaders. His thought leadership on change and technology was insightful and provocative. Truly enjoyable experience.

KRAFT FOODS | TORONTO

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.

INTERMATIC CONTROLS | BRAMPTON

- 3M
- Association for Manufacturing Excellence
- Black & McDonald Limited
- Bowering International Group
- Cascades Paper and Packaging
- Celestica
- Constellation HomeBuilder Systems
- CRM – Cement Roadstone Holdings

- Dofasco
- Dufferin Construction
- Eli Lilly
- Energizer
- Food and Consumer Products of Canada
- Gennum Corporation
- General Mills
- Johnson & Johnson
- Kraft Foods
- L3 Communications
- Loblaw
- London Drugs
- Nemak Auto Parts
- Nestlé
- Nortec Humidity Limited
- Owens Corning
- Samuel Manutech
- Shoppers Drug Mart
- SNC-Lavalin
- Wescam

Professional Services

As an award-winning business school professor, Dr. Bontis launches the professional careers of thousands of graduates every year. He has extensive experience with accounting, legal, and HR audiences. His extensive professional services industry client list includes Accenture, Deloitte, Ernst & Young, KPMG and Manpower.

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.

KPMG | AMSTERDAM

Nick Bontis brings alive the topic of knowledge management 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.

QUALITY MANAGEMENT CONSULTING | JAMAICA

Dr. Bontis is an enthusiastic and engaging speaker. He articulates leading edge thinking on both the theoretic and practical front – advancing both the "science" of knowledge management 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.

ERNST & YOUNG | TORONTO

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.

ACCENTURE | LONDON

- AC Nielsen
- Accenture
- AdFarm
- APQC
- BDO Dunwoody
- BDO International
- Benefits by Design
- Brassring
- Brinks Canada
- Burlington Foundation
- Caldwell Partners
- CarStar
- Deloitte
- Delphi Group Australia
- Drake International

- Ernst & Young
- FindHelp
- Future Works Training
- Hart House
- Hicks Morley
- Hill+Knowlton Strategies
- HR.com
- Hydro One
- IC Partners Helsinki
- InfoHighway
- Ivanhoé Cambridge
- Japanese Works Institute
- Keyera Oil
- Knowledge Advisors
- Kodsi Forensic Engineering
- KPMG
- Linkage UK
- LOMA
- ManPower
- Maple Leaf Sports and Entertainment
- MasterMind Solutions
- Mayhew
- Mearie Group
- Panorama: Business Intelligence Solutions
- PaperWorks
- PPI Solutions
- PricewaterhouseCoopers
- Profit 100
- Reliance Comfort
- Saratoga Institute
- Sears
- SmartNet New Zealand
- Spencer Francey Peters
- Spherion
- Teekay Shipping
- Telus
- The Mearie Group
- Uniglobe Travel
- Union Gas
- Utilismart
- Walker Industries
- Wynford Takeda

Real Estate

The real estate sector is facing turbulent times with the advent of disruptive new technologies attempting to usurp the legacy players. Dr. Bontis is an enormously popular media personality who is often asked to provide insight on real estate and accompanying economic trends. Many organizations have enjoyed his insight and comprehensive understanding of where the industry is going. Delighted clients in include Century 21, RE/MAX and the Canadian Home Builders.

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!

ONTARIO REAL ESTATE ASSOCIATION | TORONTO

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

ALTUS GROUP | TORONTO

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.

SASKATCHEWAN REAL ESTATE | REGINA

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.

ROYAL LEPAGE COMMERCIAL | TORONTO

I attended one of Dr. Nick Bontis' sessions 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.

RE/MAX | HAMILTON

- Altus Group
- Anthom Properties
- BC Assessments
- CREA – Canadian Real Estate Association
- Canadian Home Builders Association
- Century 21
- Constellation HomeBuilder Systems
- CoreNet Global

- Daytona Group
- Flynn Canada
- Ivanhoé Cambridge
- McAshphalt
- Ontario Sewer and Watermain Construction Association
- OREA – Ontario Real Estate Association
- Ownes Corning
- RE/MAX
- RECO – Real Estate Council of Ontario
- Walker Industries
- World Plumbing Conference & Mechanical Contractors

Technology

Nick is a technophile – always sporting the latest gadget and pursuing the hottest trends in technology. Dr. Bontis is a best-selling author and among the world's top researchers in the field of new technology. He is McMaster's top ranked executive educator in the EMBA program specializing in digital transformation. Nick has extensive experience with software, networking and telecom companies including Microsoft, IBM, OpenText and Telus.

I jumped at the opportunity to have Dr. Bontis keynote one of my larger training conferences. 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.

MICROSOFT CANADA | MISSISSAUGA

I have contracted Dr. 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.

NGENERA | WASHINGTON D.C.

Nick brought down the house with his keynote address at the 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.

SAS CANADA | TORONTO

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!

AT&T BUSINESS SERVICES | BEDMINSTER

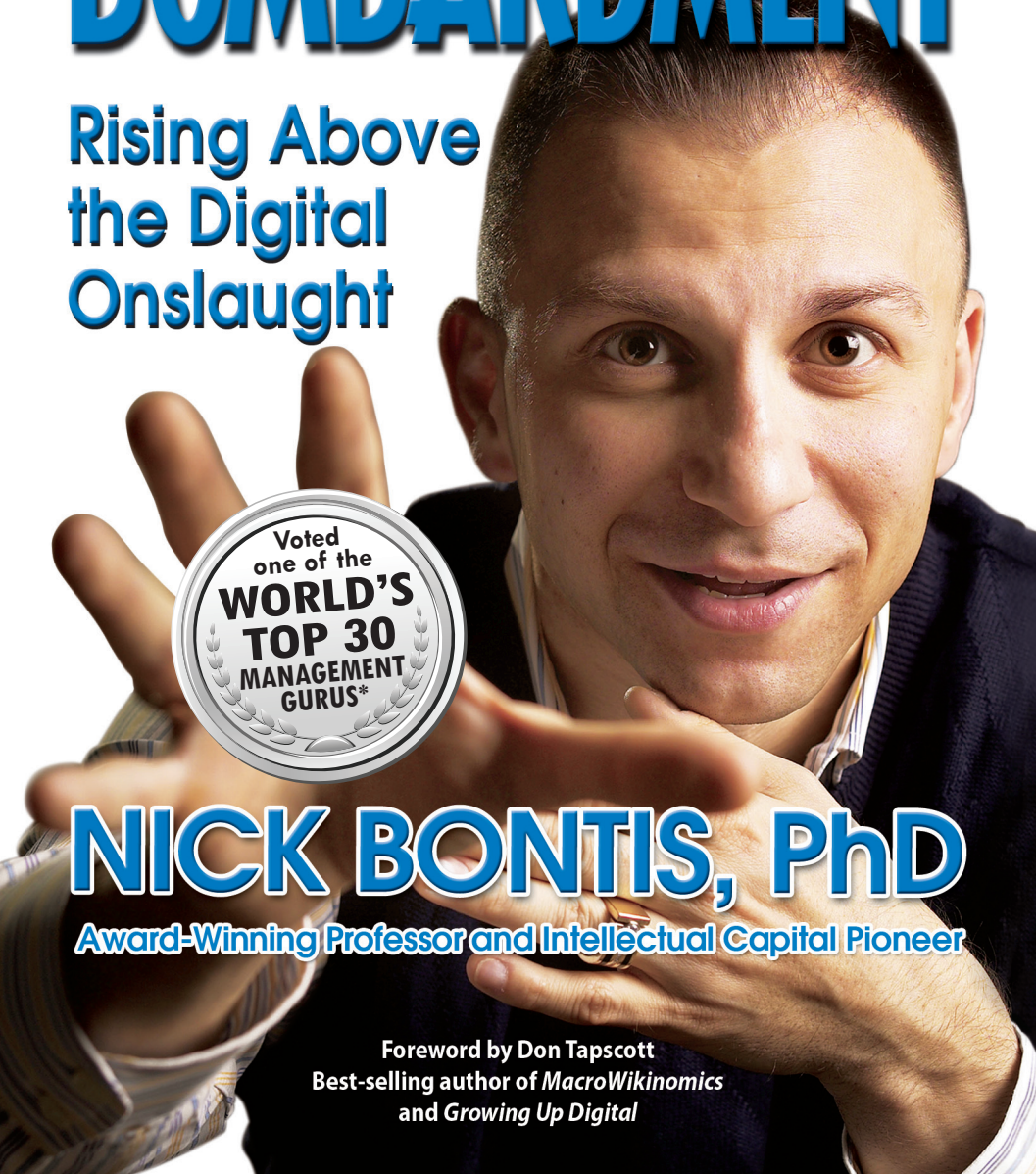
- AceTech
- Appareo
- Avaya
- CanWeb Internet Services
- CGI
- Chronicle Technologies
- Cogeco
- Constellation HomeBuilder Systems
- Dataware UK
- IBM
- Jonas Software
- L3 Wescam Communications
- MediaTech
- Microsoft

- New Paradigm Learning Corporation
- nGenera
- Ontario Power Generation
- OpenText
- Parker
- Performitiv
- PowerStream Energy Services
- Reliance Comfort
- RIM Blackberry
- Rogers
- Sandia National Labs
- SAS Software
- SaskTel
- Serviceware
- SmartShadow
- Software Futures South Africa
- Sun Microsystems
- Telus
- Tomoye
- Utilismart

"Bontis offers a broad overview of the information explosion and intelligent advice on how to avoid being suffocated by it…entertaining and instructive, thorough, practical and optimistic—stress relief for the info deluged." —*Kirkus Discoveries*

INFORMATION BOMBARDMENT

Rising Above the Digital Onslaught



NICK BONTIS, PhD

Award-Winning Professor and Intellectual Capital Pioneer

Foreword by Don Tapscott
Best-selling author of *MacroWikinomics* and *Growing Up Digital*

Information Bombardment: Rising Above the Digital Onslaught
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Published by Institute for Intellectual Capital Research

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Photograph on cover taken by Roy Timm
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www.RoyTimmPhotography.com

Book design by Arbor Books, Inc.
www.arborbooks.com

Printed in Canada

Library and Archives Canada Cataloguing in Publication

Bontis, Nick
Information bombardment : rising above the digital onslaught / Nick Bontis.

Includes index.

ISBN 978-0-9867945-0-6

1. Human information processing--Popular works. I. Title.
BF444.B65 2011 153.4 C2011-900163-2

Praise for *Information Bombardment*

* From *Management Gurus International*:
Voted one of the **World's Top 30 Management Gurus**

From *Kirkus Discoveries*:
Bontis offers a broad overview of the information explosion and intelligent advice on how to avoid being suffocated by it.

As a technophile, Bontis feels the pain of those suffering from the excessive, indiscriminate need to consume today's flood of information because he knows that information contains knowledge and in our knowledge-worker economy, knowledge is what we have to sell as employees. Still, too much information can be debilitating physically, emotionally and in our social and familial lives. The trick is to filter the important stuff from the noise.

Bontis, who writes in what is essentially a comfortable speaking voice, takes a leisurely and anecdotal approach to the issue of information bombardment. He paints the historical and technological background of the problem; draws attention to its manifestations on individual, group, organizational and institutional levels; provides numerous examples of his points; and then tenders quality prescriptions to control and facilitate the gathering of applicable knowledge.

Readers could simply jump to the last few chapters for Bontis' toolkit, but his tour of the information highway is entertaining and instructive, gently meandering into neuroanatomy, Anglophonic pitfalls and more—at one point offering a dramatization of how a car crash might play out in the techno-soaked future—as he explores the reasons behind such knowledge-management snafus as the response to Hurricane Katrina and the BP oil spill. "In essence, we need to refine the amount and type of information pulled to us and pushed toward us at every instance…. Choosing which information arrives at your mental desktop is a conscious choice."

He achieves his goal through a combination of software and social networking. The software includes e-mail-rule wizards, push alerts that garner targeted information and Wikinomics tools. He combines these with the human interactions of knowledge cafes (something like show-and-tell), knowledge auctions (rewards for sharing information) and alumni networks to keep all that accumulated knowledge capital in the flow after retirement. As a final piece

of advice, he suggests learning to speed read. Thorough, practical and optimistic—stress relief for the info deluged.

—Kirkus Discoveries

Dr. Nick Bontis bombards us with a timely, informative, common sense tutorial on today's information dilemma. Technological changes, too much information, too many unknown sources, and the decline of face-to-face communication have changed the way we receive and disseminate information. I travel over 200 days a year and am seldom in the same time zone as my office. I depend on technology to receive and send accurate, current, concise, confidential and relevant information. Nick's book is a must-read for all my senior staff! On a personal note, I have experienced many times Nick's passion for the art of communication and his ability to convey his approach to information management both to large audiences and in boardroom settings. Most importantly, whether it's in person or in this book, he delivers his essential message in a way that we can all understand.

—Ron Foxcroft, founder and CEO, Fox 40 International

Today's knowledge seeker is deluged with information 24/7. The conflict between knowledge assimilation, effective human interactions and private, tranquil "me" time afflicts all information consumers in the twenty-first century. Thankfully, Nick Bontis brings some insightful wisdom to these issues. Lock yourself away for a day and read *Information Bombardment*. You won't regret it! Better still, your family and friends will thank you. Mine did!

—Dr. Edward A. Minich, former president and CEO, Otis Canada

Nick Bontis spins a compelling tale of the knowledge world. He covers everything from the alphabet to the Internet in an easy-to-read style. Implications and applications range from the individual to the organization. It is truly a comprehensive story of one of the most fundamental issues in life: knowledge.

—Dr. Jac Fitz-enz, founder, Human Capital Source

Nick Bontis addresses a problem that has left society unable to cope effectively: information bombardment. His enlightened insight is brought to life by his humor and personal stories about a phenomenon that impacts our daily lives at multiple levels, affecting our health and relationships. Besides clearly outlining the issues, Nick provides actionable prescriptions to help us succeed in today's technologically complex world.

—Don Pether, retired chairman, president and CEO, Dofasco

This is the elegant telling of the "what, so what and now what?" of the Information Age. Dr. Nick Bontis serves up powerful facts and revealing insights that remind us that technology makes a great servant but a poor master.

—Jim Letwin, president and CEO, JAN Kelley Marketing

Nick Bontis is an inspirational individual who demonstrates in-depth understanding of our rapidly changing, knowledge-based world. *Information Bombardment* combines Bontis' academic acumen with witty, personal-life experiences, leaving the reader informed and entertained. Above all, the reader is inspired to reflect personally and organizationally with an eye to strategic changes that will help to maximize productivity and success.

—Murray T. Martin, president and CEO,
Hamilton Health Sciences

Dr. Nick Bontis has an uncanny ability to take complex technological concepts and distill them into sound bites that are as easily understood and equally valuable to the technocrat as they are to the novice. This book is a must-read if you want to stay on top of the digital revolution tsunami that has already formed off the coast and is heading quickly to every shore the world over.

—Martin H. Charlwood, president and CEO,
Uniglobe Travel; vice chairman, Century 21 Canada

If there's one thing human beings crave above all else, it's information. I know, you thought I was going to say "sex." The truth is that we're hunting down information much more than we're prowling for sex. In this world of Twitter, Facebook, blogs and Google, information is anywhere and everywhere. How do you handle it, deal with it and manage it all? Thankfully, Nick has written *Information Bombardment* to help you get it all sorted out and in order. If your e-mail inbox is a never-ending game of Tetris, this book is for you!

—Mitch Joel, president, Twist Image;
author of *Six Pixels of Separation*

Information Bombardment is more than just a book that you will keep prominently on your bookshelf. It is a lifeline resource that will assist you in getting back your most important asset: your time. Using on his considerable academic research and consulting practice, Dr. Nick Bontis weaves a fantastic journey through time while examining how information, and our constant hunger for it, is consuming our lives. He provides various personal stories, case studies and business examples of how we can accelerate knowledge-worker productivity across four levels of analysis: individual, group, organizational and institutional. Above all, the book is written in a straightforward style and endowed with page-turning momentum. Furthermore, Dr. Bontis provides the reader with invaluable Web resources after every single chapter so that your learning continues long after you have finished reading the book for the first time.

—Frank Andreoli, MDRT member, Andreoli Financial Services

There is no end to information, and there is certainly no way to slow down the speed at which it is growing today. Nick Bontis helps us quickly understand that this is a race that cannot be won. From the outset this book will have you wondering how we allow ourselves to be caught in this trap. The author provides a clear understanding to help us deal with our insatiable desire to always be connected in the Information Era at all levels.

—Alex Rechichi, president and CEO, Extreme Brandz

Information Bombardment is a unique look at how an overload of information impacts individuals, organizations and institutions. Bontis warns that too much information not shared and synthesized properly can be dangerous but also provides examples of how information turned into intelligence can be powerful and even life-saving. This book is a must-read for anyone with a Blackberry device, and the "Rule Wizards" section is great for e-mail addicts looking to better manage their inboxes. The book touches the reader at a personal level and reminds us all that there must be a balance between our information intake and what matters most in our lives. Nick offers sage advice on living a better life by managing knowledge rather than being bombarding with information.

—Jeffrey A. Berk, chief operating officer, KnowledgeAdvisors

Information Bombardment by Nick Bontis is an absolute must-read for today's knowledge workers and their leaders. Unlike most books in the domain that contribute to the problem, *Information Bombardment* is an enjoyable read that offers actionable ideas to combat the malady. Nick's brilliant balance of firsthand stories, real-world examples and technological detail provides amazing clarity to a rather complex and expanding phenomenon. Well done!

—Dr. John P. Girard, professor, Minot State University

This book is a rare combination. Both heartfelt and helpful, it is a timely and thoughtful guide to living and working productively in a world of digital immersion.

—Dr. Carla O'Dell, president, APQC

Information Bombardment is more than a discussion of today's information overload. In his book, Nick Bontis provides marvellous insight into tomorrow's information avalanche and how individuals and organizations might prepare for this unstoppable eventuality. His masterful book is well worth the read.

—Dr. Jerry Blanton, cofounder, Carrier Team One, AMSEC

Sit down, strap on your seat belt and prepare yourself for a journey through communication and intellectual history. Be prepared to take off in a time of cave drawings and land in the whirlwind of modern-day hyper-communication. What does it mean, where is it taking us and is it too much? Will we adapt or will our human circuit breakers eventually shut off and turn the thinking over to artificial intelligence? Nick Bontis takes us through past discoveries and future predictions that most of us don't consider in our day-to-day lives. *Information Bombardment* helps shine a personal and entertaining light on the undeniable wall of hyper-communications and information that comes our way daily. Ready or not, you should read this book.

—Michael Kovacs, president and CEO, Harvest Portfolios Group

In this entertaining and insightful read, Nick Bontis offers a troubling diagnosis of society's information addiction—a disease that's negatively affecting people and organizations in the form of costly information irrelevance, personal stress and inefficiency. Nick's expansive review of this problem forces a therapeutic reflection of the costs of our preoccupation with information. His simple yet powerful methods to manage, disseminate and process information are effective remedies. A must-read for busy managers!

—Meaghan Stovel McKnight, director of IT, Bell Canada

Nick has written a thoughtful and practical guide to dealing with information overload, not only for individuals and groups but for organizations too. The book moves along at the same pace as Nick's presentations and is equally engaging and entertaining. I know right where I'm going to start to solve my information overload problems!

—Stephanie Barnes, chief chaos organizer,
Missing Puzzle Piece Consulting

Everything is different now! Knowledge mobilization is in the final stages of transition from a privileged few to everyone; all the time. Think about researching two books in the library—now think about researching a million books. If you wish to educate or employ workers in the digital economy; if you are involved in policy development, or

if you simply want to understand, let alone compete, you need to read this book by Nick Bontis from cover to cover.

—Paul K. Bates, dean, DeGroote School of Business

This book is a lifeline for the modern knowledge worker. Nick Bontis combines practical advice with high-minded theory to tackle the negative effects of information overload and provide a guide for working smarter in the Digital Age. In the process he delivers an engaging, wide-ranging and piercing exploration of how living in the Information Era impacts individuals,
groups, organizations and societies.

—Mike Prokopeak, editorial director,
Chief Learning Officer and *Talent Management* magazines

Information Bombardment is unique in its approach to today's challenges with information both personal and professional. From diagnostics on how we got here and predictions of where we are headed, Nick offers sound advice and tools to help us all manage our time more effectively, so we can spend more of it on the things that are truly valuable—family, friends, ourselves—and maintain successful, profitable and satisfying careers.

—Rebecca Mountain, principal, Impetus Consulting

Professor Bontis' insightful observations, compelling examples and lively writing style are just what we need to survive and thrive in the knowledge era. His helpful advice on how to transform challenges into opportunities fills a gap in this vital field of study and practice. Clearly, it's time to reboot our perceptions and expectations of information sharing and knowledge translation.

—Heather Pullen, manager,
PR & Communications, Hamilton Health Sciences

Information Bombardment is worthwhile reading in the age of information overload. Nick Bontis' insightful, entertaining presentation reminds us that knowledge is power—and it has the power to overwhelm knowledge workers and the institutions who rely on them

when it is not managed closely. The book's clear action plan is a diet for the information obsessed and a highly recommended way to make information useful again.

—Ted Hastings, president, Cyberplex

As you draw from the hundreds of stories and personal accounts that are a hallmark of this brilliant book, you realize that there is a piece of Nick Bontis in all of us. That is why one is compelled to turn each page and learn just how to deal with information bombardment. In this intensely personal and vivid book, Nick offers a rich, historical perspective, powerful metaphors and insights that reveal our technologically complex lifestyles. But Nick also creates a space for us to contemplate just what we might do to make big changes that can make qualitative differences in our lives and in the lives of those for whom we care.

—Dr. Arshad Ahmad,
3M national teaching fellow, Concordia University

With this powerful statement from his book, *Information Bombardment*, Nick Bontis sets the stage: "We have entered an accelerated period of change. The knowledge era in which we now find ourselves has created changes within our world that far exceed the speed of change in generations past." Nick Bontis clearly explains our knowledge environment, how we got here, the consequences of information bombardment, and some comprehensive, practical solutions that will help us become more effective users of knowledge. The book is an easy read of a complex subject; for me, Nick's primary contribution to the discourse is his connecting the dots with suggested navigational aids within the potential chaos of unmanaged information bombardment. This book is a must-read for us all!

—Dr. Christopher R. Hardy, director,
Defense Acquisition University

Thirty years ago, the data wasn't available; today, we sometimes wish someone would just make the data overload stop! The end result is the same: individuals, organizations and institutions still struggle to turn

data into valuable, actionable knowledge. Nick's book is very timely in its calls for us to evolve beyond gorging ourselves at the data buffet and to move towards a more mature, discerning use of information to enrich our individual and collective lives.

—Dr. Philip E. Hunter, Saratoga Canada lead, PricewaterhouseCoopers

When we use our gadgets—mobile phones, tablets, iPods, notebooks and others—we don't even think of their effects on our behaviors and our environments. Nor do we think about how these things affect our social interactions with others. Clarifying these issues is the essence of Nick Bontis' book, *Information Bombardment*. It covers the whole range of influence, from the individual to the institutional level. Nick Bontis presents an entertaining proposition worthy of the attention of every reader, regardless of education or business position.

—Dr. Ante Pulic, founder, Croatian IC Center, University of Zagreb

Harnessing and grasping the information we receive on a daily basis, both at work and at home, has become a chronic challenge as we are forced to adapt, digest and learn on the fly. Nick Bontis has deftly condensed many areas of our digital world into a guidebook that describes the e-universe around us and how to manage it intelligently. I found myself connecting with many of the real-life scenarios Nick shares in *Information Bombardment*. He offers a refreshing look and viable options that we may integrate into our busy professional and personal lives. A great read!

—Mitch Bauer, owner and president, Bauer Systems

Thoughtful, insightful and visionary… Nick Bontis outlines the good and the bad of knowledge bombardment and our endless thirst for information. This book explores these fundamental concepts, providing insights into our modern world and ultimately into our own inner workings. Like a true specialist in his field, he not only defines the issues but offers valuable solutions to help keep us afloat in the

sea of knowledge, improve our quality of life and bring about much-needed balance. A must-read for anyone in the academic field.

—Dr. Atul Humar, director,
Transplant Infectious Diseases, University of Alberta

Nick's book provides some great insights into the information challenges we all face in everyday business. He helps us understand how we got here and then provides some practical and useful tools to help us manage our way through the tidal wave of information. This is a must-read for anyone in business!

—Richard Koroscil, president and CEO,
Hamilton International Airport

Information Bombardment is a useful and practical guide for knowledge workers. Nick Bontis compiles common, everyday experiences and offers micro and macro views of the implications of information overload in your personal and professional lives. It is an entertaining read!

—Vasilis Tsaitas, investment manager, Enolia Premium Capital

Dr. Nick Bontis offers cover to people and organizations pinned down by an incessant barrage of information. He exposes the human forces driving a worldwide addiction to unfiltered information and its assault on our quality of life. And, with a hopeful smile, he invites us to be more discerning in our choices as the first step to liberating time for family, friends and reflection. Use this important book to design an information management strategy that puts you in charge.

—Richard W. Allen, managing director,
Hamilton Economic Summit

Nick is at his best when he writes like he presents: dynamically and energetically. I found that the stories throughout *Information Bombardment* leapt off the page while clearly illustrating the principles that are critical to all of us wishing to thrive in the Information Age. These are stories that will make you ponder if we will ever take control

of the constant barrage of information we face daily. Nick's personal tales of how life can get out of balance certainly resonated with me, and I am encouraged by the prescriptions he offers as a cure. Now I need to implement these words of wisdom!

—Don Williamson, president, The Williamson Group

Information Bombardment is a rare book—a pleasure to read and rich with insight and anecdote.

—Dr. Chun Wei Choo, professor, iSchool, University of Toronto

Every business, not-for-profit organization and individual is trying to understand where we've been and, more importantly, where we're going in the digital world and the knowledge economy. Dr. Nick Bontis' latest book connects the dots for all of us in a user-friendly way while including very helpful additional resources at the end of each chapter.

—David Adames, executive director, Tourism Hamilton

In his uniquely candid and inimitable way, Dr. Bontis gauges the costs of information bombardment and our obsession with information in regard to our time and quality of life. He offers relevant and practical—though not necessarily easy—solutions to help all of us better manage the onslaught, get the value we need, and move on. Read it from cover to cover, or "take a page from the book" and read only the relevant bits. Either way, it's well worth the investment of your time and attention.

—Howard Deane, cofounder, Acme Metric Company;
former CKO, KPMG Canada

During the 1960s and 1970s, knowledge workers often spent hours trying to locate key information for decision making. A generation later, the problem is too much information! Knowledge workers today spend hours sifting through mountains of data and information in order to reach critical decisions. Analytical software is limited in its ability to identify the right piece of information at the right

time. Coworkers and networks of "experts" may be able to contribute insights, but often they, too, do not have access to all of the information needed to solve a problem or reach a critical conclusion. Nick Bontis expertly addresses these concerns and more in *Information Bombardment* and provides knowledge workers with a set of practical solutions to enable each person to improve productivity while also creating a more holistic work and personal-life experience.

—Rory Chase, managing director, Teleos

Nick Bontis has written a book that is highly accessible, thoroughly engaging and wonderfully illuminating. He takes us on a provocative tour of the information universe. He effectively charts the pervasive and universal impact that the relentless flow of information is having on our harried lives. The practical prescriptions he advances are a welcome restorative towards achieving better balance, success and mastery of our lives.

—Bryan Elliot Davis, president,
Kaieteur Institute for Knowledge Management

Information Bombardment may well be the number-one challenge facing society today. Dr. Bontis eloquently and entertainingly points out the insanity of our "need to know" world and the negative impact that it can have on our productivity and our personal lives. After leading us though a twenty-first-century self-diagnosis of our collective problem, Bontis prescribes some practical tips for survival. Turn off your smartphone and read what he has to say... It just might save your day.

—Paul Salvini, CTO, Side Effects Software

Dr. Nick Bontis, a veritable force of nature, provides an all-encompassing review of information bombardment. In a wonderful paradox, he both bombards us with information and provides us with the tools to manage the very bombardment he creates. A wonderfully engaging read for those of us who are addicted to information, Dr. Bontis' survey of the magnitude, nature and management of information bombardment ranges from a discussion of reality TV and *American*

Idol to academic studies of intellectual capital. *Information Bombardment* provides a worthy diagnosis of one of the key challenges that an increasing proportion of the world's population faces individually, organizationally and institutionally, with thoughtful suggestions as to how we might avoid some of the most dire consequences.

—Dr. Anthony K.P. Wensley, Faculty of Information,
University of Toronto

When I first met Nick Bontis eleven years ago, he changed the way I saw the world of business. Those who know Nick, and those who have heard him speak, know what I am talking about. His grasp of the digital information revolution is legendary. Now he has brought his trademark insight, passion, candor and humour to a larger audience through this compelling and highly recommended book. *Information Bombardment* should be on your must-read list.

—David H. Brett, CEO and founder, Knexa

Dr. Nick Bontis presents compelling evidence of the creeping negative impact of information bombardment on individual life, organizational efficiency and institutional productivity. His exposition is from a practitioner's perspective, hence every knowledge worker can relate to it. He presents numerous life-saving, pragmatic and actionable solutions for all knowledge workers who wish finally to achieve the dream of working smarter, not harder.

—Dr. Rafik Loutfy, former vice president, Xerox Corporation

This book is a must-read for all knowledge workers to help them explore how to work smarter. Dr. Nick Bontis helps us make sense of the reality of information bombardment and how to cope with it effectively. With humor and multiple perspectives through a historical timeline, he offers practical advice for individuals and the organizations for which they work. This book is both fun to read and easy to use.

—Dr. Edna Pasher, author,
The Complete Guide to Knowledge Management

INFORMATION BOMBARDMENT

Rising Above the Digital Onslaught

Nick Bontis Ph.D.

Institute for Intellectual Capital Research Inc.

This book is dedicated to my "big fat Greek family":

Τια Μαρια, Ντινο, Τσαρλι, Σταυρουλα
Δεσποινα, Χαριλαος
Εφη, Κωστα
Παναγιωτα, Δημητρι, Στεφανο, Δεσποινα
και
Μπελλα

May we continue to enjoy each other under the warmth of the sun, and may God bless our health and happiness.

TABLE OF CONTENTS

Foreword ..... **xxv**

Preface xxxi

QR Codes xxxiii

Acknowledgements xxxv

About the Author xxxvii

Chapter 1: Seeking Balance in a Digital Storm 1
Bathing in Bits 4
Today's Scarcest Resource 5
False Promises of Technology 7
Information and Your Health 12
Knowledge or Null Edge? 14

Chapter 2: Phoenicians, Gutenberg and the Mark I 19
Prehistoric Codification 21
Codification Shift #1: The Alphabet 22
Codification Shift #2: The Printing Press 24
Codification Shift #3: The Computer 27
The Concept of Singularity 29
Where Do We Go From Here? 31

Chapter 3: I'm Thirsty—More Knowledge, Please 35
Knowledge As a Means of Survival 36
Nobody Wants to Be Left Out 38
Be Careful What You Ask For 40

Allocating Your Attention Span 43
Information Obsession 47

Chapter 4: Cumulative Codified Information Base 51
Eleven Hours 53
Practical Life Issues 56
Human Capacity for Information 59
Computer Capacity for Information 62

Chapter 5: The Marginal Cost is Zero 67
Product Distribution 68
Communication Distribution 70
The Cost of Distribution 73
Managing Barriers 77
Exploiting Our Hunger 79

Chapter 6: Nobody's Job Is Safe 83
From One Era to the Next 84
Technology: A Good Thing? 88
Getting Comfortable With Change 92
The Power of Re 95
The Invisible Threat
of Industry Displacement 98

Chapter 7: The Digital Blitzkrieg 105
Individual Ramifications 108
Group Ramifications 111
Organizational Ramifications 115
Institutional Ramifications 118
A New Age With New Threats 121

Chapter 8: Democratization and Super-Penetration ... 125
Democratization of Information 126

Global Internet Penetration 128
The Phenomenon of Super-Penetration 131
International Leapfrog..... 135
The Good, the Bad
and the Ugly of the Internet Age..... 137

Chapter 9: Are You Sure You Can Read?..... 141
Literacy and the Internet..... 142
False Assumptions..... 145
False Assumption #1:
Everyone Around You Can Read..... 145
False Assumption #2: English Is
the Most Common Language 148
False Assumption #3: Language Skills
Don't Require Practice 151
Multilingualism..... 154
Be Proactive by Advancing Your Literacy..... 157

Chapter 10: My Home Is My Castle 161
The Role of Television in the Home..... 162
The Role of Computers in the Home 165
Integration Systems..... 167
Say Hello to Nancy..... 171
Search Costs..... 173
Home: A Sanctuary or a Thoroughfare..... 176

Chapter 11: What Did My Toilet Just Say?..... 181
Location, Location, Location 182
IP Addresses 183
Radio Frequency Identification Tags
(RFID Tags) 186
GPS (Global Positioning System)

Devices 190
Wearing a Suit of Information 194

Chapter 12: Car Accident (A Fable) 199

Chapter 13: Impact at the Individual Level 221
Relationships 222
Personal Security 225
Mental Health 229
Physical Health 232
The Push and Pull of Information 235

Chapter 14: Impact at the Group Level 239
Knowledge Is Power 242
Sharing Versus Hoarding 244
Culture's Influence Over Knowledge Sharing 247
Factors Encouraging Knowledge Sharing 249
Incentive Structures 250
The Inherent Natures of Group Members 251
Members' Feelings of Security 252
The External Environment 253
IGO Learning 254

Chapter 15: Impact at the Organization Level 257
Human Capital 262
Structural Capital 264
Relational Capital 267
Threats to Organizational Learning 269
Attrition 269
Turnover 271

Opportunity Costs 272
Knowledge Obsolescence 273
Duplication Costs 275
The Next Step 277

Chapter 16: Impact at the Institutional Level 281
Institutional Knowledge Management 285
A Culture of Information Sharing 288
Security and Privacy Issues 290
Institutions Are Ultimately Composed of Individuals 294
Costs of Poor Knowledge Management 296
Hurricane Katrina 296
Great Recession 297
9/11 297
War in Iraq 297
A Positive Note 299

Chapter 17: Individual Prescriptions 303
Use Rule Wizards 305
Push Alerts 307
Receiver Customization 309
Speed Reading 310

Chapter 18: Group Prescriptions 315
Socialization 315
Knowledge Cafés 317
Dynamic Corporate Yellow Pages 318
Knowledge Exchange Auctions 319

Chapter 19: Organizational Prescriptions 323
Diagnosing E-Flow 323

Appointing Senior Leadership..... 324
Developing Causal Models..... 326
Entry and Exit Interviews..... 327

Chapter 20: Institutional Prescriptions..... 331
Benchmarking and Metrics..... 331
Alumni Networks..... 333
Macro Wikinomic Tools..... 334
Practicing Accountability..... 336

Speaking Testimonials..... 341

Addendum..... 381

Index..... 383

Foreword

Designing Our Lives for the Networked Age

For three decades I've written about the challenges of thriving in the information shower of the Digital Age. But today something extraordinary is happening: the continuous quantitative changes are becoming a qualitative change.

Information and computing technologies are moving on to "the second half of the chessboard"—a clever phrase coined by American inventor and author Ray Kurzweil. He told a story about the emperor of China, who was so delighted with the game of chess that he offered the game's inventor any reward he desired. The inventor asked for rice.

"I would like one grain of rice on the first square of the chessboard, two grains of rice on the second square, four grains of rice on the third square, and so on, all the way to the last square," he said. Thinking this would add up to a couple of bags of rice, the emperor happily agreed.

He was misguided. While small at the outset, the amount of rice escalated to more than two billion grains halfway through the chessboard. The final square would require nine billion billion grains of rice—enough to cover all of earth.

After decades of doubling and redoubling, we're now achieving gargantuan leaps in all facets of information technologies, such as processing power, storage capacity and bandwidth. Examples are everywhere, from Intel's computer chips to low-cost consumer electronics. When the MP3 player debuted in 1998 it stored less than a dozen songs. Now 160-gigabyte iPods store 40,000 songs.

Google CEO Eric Schmidt noted that between the dawn of civilization and 2003 there were five exabytes of data collected (an exabyte equals one quintillion bytes). Today five exabytes of data gets collected every two days. Soon there will be five exabytes every few minutes. It's an understatement to say that we're in danger of drowning.

But there is more to this than information overload. Because of the mobile Internet and the rise of pervasive computing, the shower continues all day long. Soon everything will be constantly connected to the Internet, including us. The growing number of little gadgets we carry will soon morph into one uber-gadget that is constantly online. These little Blackberrys/personal digital assistants/digital cameras/MP3 players/video cameras/GPS devices will continue to shrink in size and increase in functionality and ease of use.

Today this is obvious when your lunch companions check their Blackberrys for messages. But soon you won't be able to tell that they're even doing this. Their eyeglasses will have little video screens that can bring up any image they want. While you talk, they can check their e-mail or watch the news. Of course you can do the same, calling up the text of *Macbeth* when you think dropping some Shakespearian bon mot will impress your audience.

Most of us wonder what this environment is doing to the way we process information, learn and even think. Young people—digital natives—seem to be more adept at dealing with this new environment. I'm hopeful that the changes to their brains, caused by their growing up digital, will be positive ones. But many people worry and justifiably so, as there is much that we don't know about the human brain and human behavior. Will we all end up in "the shallows," as Nicholas Carr describes them, where we lose our capacity for deep thought? Will we abandon reading deeper and longer works and end up flittering around from one data source to another like a bee in a garden of flowers? Will this affect our relationships with others as we are consumed by thousand of weak social-media ties and have less time for those we love? Will this new world change not only how we think and relate but how we are—and the values we have and stand for?

I've written that we need to adopt a much more take-charge attitude about how we manage these tools and all this information, and, for that matter, how we live. More than ever before we need to step back and consciously design our lives. We need to decide explicitly what we stand for and whether we are the slaves or the masters of the new technologies.

When I was a kid, life for my parents was blissfully simpler. There was one daily newspaper in our house and three television channels. Dad went to work. Mum didn't. Workers put in their hours in factories or planned their days at the office, and the only source of interruption was the telephone. We had clear values—taught by our mothers in our homes and reinforced weekly at church. There was no pornography in the house or, for that matter, even on the newsstands in our town.

This was the late '50s, and the cause célèbre was whether Ed Sullivan would show Elvis grinding his pelvis on his hugely popular Sunday night variety television show. The decision: no. All images of Elvis were from the waist up.

Smart companies are taking initiatives to help their employees cope with the new technology-rich world. They train their employees in time management and in becoming members of a values-based enterprise. They ensure that integrity is part of their corporate DNA. They design business models, structures and processes to ensure that work systems best serve the organization and maximize the effectiveness of its people.

Smart people and families should do the same. On the personal front, most of us, in our daily lives, in our work and in our families, muddle through this new data-rich, networked world, hopping from device to device, app to app, decision to decision or crisis to crisis without an overarching strategy. All of us should be applying principles of design to our lives and making conscious choices about how to upgrade our capacity to filter data, when we should use new technologies and what we believe in.

Adopt a values statement for yourself and your family—and constantly revise it as the world and conditions change. Don't complain about technological overload. Know how to adjust and even turn off the shower. Harness the power of new technologies and transparency for the good; design them rather than letting them control you.

I hope you find ***Information Bombardment: Rising Above the Digital Onslaught*** to be a helpful contribution to this rather epic challenge.

—Don Tapscott

Don Tapscott is the author of fifteen books including ***MacroWikinomics: Rebooting Business and the World*** *(with Anthony D. Williams) and* ***Blockchain Revolution*** *(with Alex Tapscott). He is an adjunct professor at the Rotman School of Management, University of Toronto.*

Preface

I have been wanting to write this book for a while. But I could never find the time. It seems that we all have the same challenge. Our lives are so busy. Since the first of my three children arrived several years back, I have been in pursuit of what I believe is the ultimate quest: how do I work smarter, not harder? This way, I can spend my time doing the really important things in life.

This book is about getting closer to that pursuit. The target reader for *Information Bombardment* is the modern knowledge worker with several e-mail accounts, the latest smartphone and an insatiable appetite to know—that is, to consume all available information. Unfortunately, while we pursue all the bounty of the digital world, we fail to realize the accompanying negative consequences. Why can't we sleep at night? Why do my fellow employees fail to collaborate with each other? Why can't my organization tap into to all of its cumulative expertise? Why did it take so long to respond to Hurricane Katrina?

While there are numerous books that discuss the knowledge economy, mobile technology, knowledge management and even intellectual capital, this is the first practitioner-focused book to address why we yearn for information to the point of unhealthy and unproductive bombardment. More

importantly, this book provides some guidance about what we can do about this problem moving forward.

A knowledge worker (i.e., the typical reader of this book) is defined as someone who is valued for her ability to interpret information like a lawyer, a nurse, a researcher or any office worker. She consumes at least three times as much information as a generation ago and, while working in front of a computer, she can multitask across thirty-six applications in an hour. She is not afraid of digital technology and is often the first to own the latest gadget, which she uses to collaborate with her online community. She is the subject of my analysis.

At the individual level, I am very interested in the impact of all of this information bombardment on her health, her brain and her relationships. At the group level, do her friends share everything with her or do they choose to hoard certain tidbits of information? At the organization level, how does her firm leverage her full intellectual capital potential? Finally, how can her knowledge-sharing behaviors influence institutions and society at large?

This book is divided into three parts. Part one addresses the context and issues related to information bombardment (chapters one through eleven). Part two provides implications of the impact of information bombardment at multiple levels of analysis: individual, group, organization and institutional (chapters twelve through sixteen). Finally, part three provides actionable prescriptions that you can follow for all levels of analysis (chapters seventeen through twenty).

QR Codes

A QR Code is a two-dimensional barcode that is readable by smartphones. Scanning the QR codes at the end of chapters and sections in this book will conveniently point the browser on your mobile device to the specific website that will provide you with further information.

To download a QR code reader for your smartphone:

Step 1 Pick one of the following URLs listed below based on the model of your smartphone and insert it in the browser of your mobile device.

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For most other manufacturers

Try searching "QR code reader" on www.google.com for others and check out the App Store for Apple products and App World for RIM products

Step 2 After downloading and installing the appropriate QR code reader for your smartphone, launch the application and steadily place it above the QR code for a few seconds.

Step 3 Test your application with the following QR code which should take you directly to the book's main website www.InformationBombardment.com

Acknowledgements

I have received a great deal of emotional and intellectual support while writing *Information Bombardment*. For every person acknowledged, scores of others go unmentioned. I am grateful to all of them.

First, I would like to thank my speaking agent: Martin Perelmuter at Speakers' Spotlight (www.speakers.ca/speakers/dr-nick-bontis) in Toronto. Martin and his wife Farah have both advised (yelled at) me on numerous occasions over the last several years to shut up and just write the damn book. Well, finally I did.

Second, thanks to my academic colleagues who provide conceptual stimulation and a constant reminder why research and teaching must go hand in hand. Hearty handshakes go out to Mary Crossan, Chris Bart, Peter Vilks, Alexander Serenko and Paul Bates. Plus, a shout out to all of my past, current and future students. Thanks for allowing me to shape your minds three hours at a time.

Third, I would like to acknowledge my business partners, through whom I learn to apply my crazy ideas. High fives go out to Don Tapscott, David Brett, Jac Fitz-enz, Michael Kovacs

and anyone else who has entrusted me for consulting services. I truly appreciate your business.

Finally, my sincerest gratitude goes to the editing, production and marketing team that helped transform this book from idea to reality. Cheers go to Doug Childress, James Uttel, Jessica Gorham, Olga Vladi, Larry Leichman, Andrew Carreiro, Ryan Burgio and Sourov De. Weren't those weekly Skype calls just awesome?

Addendum

Two final math questions:

1) What delivers 100 percent collaboration?

If A = 1, B = 2, C = 3 and so on until Z = 26, then the following is true if the corresponding numerical values for each letter are added:

Having the right...

K	N	O	W	L	E	D	G	E		
11	14	15	23	12	5	4	7	5	=	96% collaboration

H	A	R	D	W	O	R	K		
8	1	18	4	23	15	18	11	=	98% collaboration

A	T	T	I	T	U	D	E		
1	20	20	9	20	21	4	5	=	100% collaboration

2) What is the universal theory of knowledge and wealth?

Theory 1: Knowledge is power K = P
Theory 2: Time is money T = M
Theory 3: Power is work over time P = W/T

Merge Theory 1 and Theory 3: K = W/T
Insert Theory 2: K = W/M

Solve for M: M = W/K

Which means...
As your knowledge (K) approaches zero, money (M) approaches infinity regardless of the amount of work (W) done.

Or, in other words...
The less you know, the more it costs you!

Index

A

Absenteeism 112
ADHD *See Attention deficit hyperactivity disorder*
Agricultural era 4, 7, 22, 68, 73
Alphabet 21-24, 26, 52, 71
Alumni networks 333-334, 339
Anglophonic arrogance 148-150, 153, 158
Aristotle 3, 52, 315
Artificial intelligence 11, 30-31, 92, 120, 188
Attention deficit hyperactivity disorder (ADHD) 8, 17, 108, 113, 234-235, 238
Attention span 4, 6-7, 14-15, 42-43, 46-47, 50, 60-61, 64, 77-80, 91, 110, 121-122, 158, 163-164, 173, 234-235, 306, 308
Attrition 96, 98, 269-272, 304
Auto-foldering 306-307

B

Baby boomer 113-114
Benchmarking 331-333, 338
BlackBerry 1, 3, 6-7, 9, 12-13, 19, 24, 28, 47, 78, 106, 134, 181, 199, 200-205, 208-209, 212, 215-217, 221, 235
Bluetooth 201
Body scan 90-91
Broadband Internet 166, 168

C

Causal models 326-327, 329
CCIB *See Cumulative Codified Information Base*

Cerebral aneurysm 89
Chief Knowledge Officer 118, 261-262, 325-326, 329
CKO *See Chief Knowledge Officer*
Codification 20-25, 27-29, 31-32, 36-37, 52, 54, 71, 264
Collectivism 248, 250, 255-256
Computerized tomography 88-89, 96, 102, 206, 210-211
CT *See Computerized tomography*
Culture 3, 21, 23, 25, 46, 101, 108, 137, 144, 147, 154, 156, 239, 246-249, 251-254, 260, 286, 288-289, 291-292, 296, 315, 336, 354
Cumulative Codified Information Base (CCIB) 51-56, 58, 61, 63-64, 96

D

Democratization of Information 26, 126, 138-139
Department of Homeland Security 119, 283
Depression 110, 230, 231, 238
Digital Blitzkrieg 105-106
Digital Rights Management 293
Distribution 24, 64, 67-73, 75-80, 91, 114, 134, 138, 148, 281, 309
  communication 70
  cost of 70, 73, 75-76
  product 68-69, 71
Dofasco 2
Duplication costs 116-117, 275-277, 304
Dynamic Corporate Yellow Pages 318

E

E-flow 323-324, 329
E-mail xxxi, 1, 3-4, 6, 9, 12, 15, 19-21, 29, 46, 72-75, 77-78, 105-106, 108, 110-111, 114, 131-136, 138, 141, 169-170, 172, 182, 195-196, 222-225, 227, 246, 305-310, 312, 316, 318, 324
  prioritization 6, 9, 12, 15, 73, 305
  rule wizard 305-307, 312
  spam 4, 74-75, 77-78, 131-133, 140, 196
  tax 78

eBay 51, 139, 319
Edvinsson, Leif 259
Electrocardiography 203
EKG *See Electrocardiography*
Entry interviews 327-329
Exit interviews 100, 327-329, 333-334

F

Facebook 4, 7, 51, 138, 149, 177, 308
FBI *See Federal Bureau of Investigation*
FCC *See Federal Communications Commission*
FDA *See Food and Drug Administration*
Federal Bureau of Investigation 286, 299, 337
Federal Communications Commission 163
Federal Emergency Management Agency 32, 119, 283-284, 286
FEMA *See Federal Emergency Management Agency*
Finland 143
Fitz-enz, Dr. Jac xxxv, 332
Food and Drug Administration 189
Fortune magazine xxxvii, xxxix, 259

G

GAAP *See Generally accepted accounting principles*
Gates, Bill 165-166, 385
Generally accepted accounting principles 257
Generation X 114
Generation Y 46, 114
Global Positioning System 19, 181, 183, 190-197, 199, 204, 208, 217, 230
Google 6, 8, 45, 75, 80, 149, 157, 174, 179, 185, 191-193, 235, 258, 267, 308, 312
  ads 75
  alerts 308, 312
  latitude 192-195, 197
  maps 191-192, 267
  translator 149, 157
GPS *See Global Positioning System*
Greece 1, 13, 47, 72, 133, 143, 150, 155, 184, 282, 337

Gutenberg press 24-25, 33

H

Haiti Earthquake 16, 41
Health Insurance Portability and Accountability Act 293
Higher-order learning 173-175
HIPAA *See Health Insurance Portability and Accountability Act*
Human brain 10, 30, 62-63
Human capital 84-85, 188, 259, 260, 262-264, 266-271, 273, 327, 332
Human Genome Project 335
Hurricane Katrina xxxi, 16, 32, 41, 118-119, 124, 281-284, 286, 288, 296, 301, 303

I

Iceland 130, 143, 282, 284
Immune system 111, 233
Incentive structures 246, 250, 289
Individualism 247, 249, 250, 254-256
Industrial Age 69, 73, 78, 91
Industry displacement 84-85, 87-88, 91-92, 96-102, 107, 188
Information
  age 44, 70, 91, 98, 101, 107, 109, 114, 122, 125, 132, 142, 144-145, 147-148, 153, 183, 194, 223, 237, 239, 240, 304, 311, 325
bombardment 5, 10-11, 13, 15-16, 20, 29, 36, 43, 47, 49, 57-58, 61-64, 68, 77, 79, 106-114, 116-118, 120-123, 126, 130-133, 135-136, 147, 149, 153, 157-158, 161-162, 165, 176, 178, 182-183, 191, 196-197, 218, 221-223, 225, 227-237, 239, 243, 255, 298, 303-305, 338, 379
  distribution 71-72, 79, 114
  management 61, 116, 118-120, 310, 360
  obsession 47-48
  on demand 35, 43, 164
Instant messaging 12, 74, 224, 227
Intangible asset 258, 261
Intellectual capital xxxvii, xxxix, 20, 53, 78, 99, 123, 131, 149, 239, 240, 242, 254-255, 258-259,

261-262, 264-265, 268-277, 282, 285, 287, 291, 294, 296, 298, 300, 303-304, 315, 319-320, 323, 325, 327-329, 332-338
Internet
age 125-126, 133, 135-139, 141-142, 144, 166
penetration rate 77, 128, 130, 135, 142-144
protocol 183-185
usage 126, 130-131, 135-136, 144
Interviews *See entry and exit*
Involuntary turnover 271
IP 181, 183-186, 188, 190, 195-197, 199, 202, 217, 293
iTunes 51

K

Kaiser Family Foundation 4
Kasparov, Garry 10-11, 62
Knexa.com 319-320
Knowledge
café 317-318, 320, 371
codification 20-23, 25
era 4, 6, 13, 15-16, 36-37, 47, 58, 63, 67, 73-74, 76, 78-79, 101, 106, 111, 114, 121-122, 125, 141-142, 145, 147, 149, 151, 154, 157-158, 166, 218, 304, 311, 334, 338
knowledge exchange auctions 319-320
hoarding 248, 250, 252-253, 296, 325
obsolescence 273-274, 278
sharing 137, 247-251, 253, 254-255, 286, 292, 296, 317, 324
worker xxxi, xxxii, 20, 306

L

Language 21, 93, 97, 137, 141-143, 145, 148-159, 175, 229, 236, 335
Library of Congress 11
Literacy rate 23, 26, 33, 142-147, 157-158

M

MacroWikinomics xxix, 334, 339
Magnetic resonance imagery 88-90, 96, 102, 152, 159, 206
Manchester United 46
Mandarin Chinese 148, 155
Mark I 27-28, 32, 63

Markle Foundation Task Force 289
McMaster University xxxviii, 12, 239, 355, 365, 370
Metrics 289, 290, 294, 331, 332, 333, 369
Microsoft Outlook 6, 235, 305
MRI *See Magnetic resonance imagery*
Multilingual 149, 154-157
Multitask xxxii, 6-7, 9, 46-47, 114, 234, 378

N

Neuroplasticity 97-98, 153
Norway 130, 143-144

O

Organizational change 95
Outlook *See Microsoft Outlook*

P

Personal Information Protection and Electronic Documents Act 293
Phantom vibration 221-222
Phoenicians 19, 23
PIPEDA *See Personal Information Protection and Electronic Documents Act*
Plato 3, 20, 52-53, 315
Polymaths 52
Pony Express 71, 77, 80
Power of Re 95-98
PriceWaterhouseCoopers 332
Processing power 10-11, 28, 30-31, 62, 106
Push Alert 307

R

Radio Frequency Identification 20, 181, 183, 186-190, 195-197, 202-205, 207, 216, 217
RCMP *See Royal Canadian Mounted Police*
Reality television 42
Receiver customization 309-310
Relational capital 259, 261, 267-269, 274, 285
RFID *See radio frequency identification*
Royal Canadian Mounted Police 286, 352

S

Saratoga Institute 332
Search cost 173-174, 176, 236, 308
Signal-to-noise ratio 60
Singularity 29-30, 33, 63, 188
Sirius XM 40
Skandia 259
Skype xxxvi, 72, 168, 203, 215, 224, 227
Sleep deprivation 110-111, 123
Soccer xxxviii, 2, 46-48, 110, 112, 161, 239-240
Social media 125, 308
Socrates 3, 315
Soft panorama 228
Speed reading 310-312, 378, 388
Stewart, Tom xxxviii, 259-260
Stress 12, 90, 102, 110-111, 193, 218, 229-234, 238, 263, 325
Structural capital 259-260, 264-266, 268-269, 285, 294, 355
Supercomputer 31, 62-63
Sweden 130, 143, 259

T

Tacit knowledge 262, 265
Tapscott, Don xxviii-xxxv, 334, 366
Television 8-9, 35, 41-43, 45-46, 75-76, 109, 125, 139, 161-167, 169-170, 177-178, 181, 186, 234, 304
Terrorism 122, 124, 286, 288, 291, 298
Testimonials 341
TiVo 164
Twitter 4, 38, 51, 92, 108-109, 123, 138, 149, 308

U

Universal product code 187
University education 105, 144, 146, 257
UPC See *Universal product code*

V

Voice over Internet Protocol 168-170
VoIP *See Voice over Internet Protocol*
Voluntary turnover 271

W

Wikipedia 139, 334-335

X

X-ray 88-89, 96, 115

Y

YouTube 51, 139, 150, 168, 224, 335, 389

Z

Zettabyte 59-60

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Dr. Nick Bontis is an internationally sought-after management consultant and keynote speaker, hand-picked by the United Nations, the US Navy, Microsoft, IBM, Accenture, KPMG, Century 21 and others to help navigate the Internet age. He is a popular TV and radio personality, a leading academic researcher and an award-winning, tenured professor of strategic management at McMaster University in Canada. As one of the world's most cited authors in the field of intellectual capital and knowledge management, he has amassed over a dozen prestigious teaching and research awards. He was recently recognized as a 3M national teaching fellow, an exclusive honor only bestowed upon the top professors in the country.

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Le professeur Nick Bontis est le plus grand spécialiste mondial du capital intellectuel et de ses répercussions sur le rendement. Il aide les organisations à multiplier leur atout intangible le plus important pour s'assurer un avantage concurrentiel durable. Il baigne dans ce domaine depuis 1991, année où un article-vedette intitulé « Brainpower », paru dans le magasine Fortune, a changé le cours de sa vie. Risquant un avenir assuré, Nick a quitté une carrière bancaire prometteuse pour faire un doctorat dans le domaine du capital intellectuel. Sa thèse de doctorat novatrice est devenue un best-seller au Canada. Les réalisations de ce trentenaire pourraient déjà faire l'objet de tout un livre.

Nick, un conférencier professionnel, a prononcé des discours-programmes sur tous les continents pour des organisations importantes des secteurs privé et public. Ses présentations dynamiques et énergiques contiennent des recommandations personnelles et collectives pour améliorer l'efficacité individuelle et organisationnelle, et elles donnent aux auditoires les outils, l'inspiration et l'élan nécessaires pour accélérer leur rendement. Ses programmes personnalisés présentent une combinaison d'outils de gestion pratiques, de recherche universitaire rigoureuse, de consultation stratégique et d'humour, éléments auxquels s'ajoute une explosion d'exubérance juvénile.

En tant qu'universitaire, « Nicky B » (comme l'appellent ses étudiants) est un professeur de carrière primé qui offre dans ses cours un contenu instructif avec une énergie qui se fait sentir dès qu'il entre dans une salle. Il enseigne actuellement les stratégies d'entreprise aux étudiants du premier cycle, la gestion du savoir aux étudiants en M.B.A. et les statistiques avancées aux étudiants au doctorat à la DeGroote School of Business de la McMaster University. Il a récemment été reconnu comme le premier professeur de tous les temps à recevoir simultanément trois prix d'excellence en enseignement et à être nommé professeur de l'année. La revue Maclean's l'a désigné parmi les professeurs les plus populaires de la McMaster University pendant six années consécutives! TVO l'a récemment reconnu comme l'un des 10 meilleurs conférenciers en Ontario.

Nick a obtenu son doctorat de l'illustre Ivey Business School de la Western University, où il a reçu le prix le plus prestigieux pour son rendement scolaire. Il a également gagné une médaille d'argent canadienne pour le saut en longueur, honneur que lui a valu un remarquable saut de sept mètres et demi – ce qui fait près de 25 pieds! Nick a aussi fait partie de l'équipe de soccer masculin de la Western, dont il a été le joueur le plus utile et le meilleur marqueur. En tant qu'athlète, Nick a obtenu le titre d'étoile nationale, et il a reçu plusieurs prix prestigieux lorsqu'il était joueur d'euphonium pour la formation symphonique de la Western.

À titre de consultant, le professeur Bontis est directeur de l'Institute for Intellectual Capital Research – une importante société d'experts-conseils. Ses services ont été sollicités par de grandes organisations, comme les Nations Unies, Microsoft, Santé Canada, RBC, Telus, Accenture, Enmax, Mitsubishi, et IBM. Tom Stewart, actuel rédacteur en chef de *Harvard Business Review* et *Fortune Magazine* reconnaît en lui un pionnier et l'un des vrais experts en capital humain dans le monde. Nick siège également au conseil consultatif de plusieurs organisations, notamment diverses institutions éducatives qui conçoivent et mettent en œuvre des programmes de perfectionnement des cadres supérieurs à l'échelle du pays.

En tant qu'écrivain, Nick est corédacteur du Journal of Intellectual Capital, et ses ouvrages de recherche, ses livres et ses analyses de gestion avant-gardistes lui ont valu des éloges dans le monde entier. Il se classe parmi les auteurs les plus cités sur le capital intellectuel dans le monde. Comme entrepreneur, Nick est le gestionnaire du savoir en chef chez Knexa Solutions – la première entreprise de solutions logicielles d'échange et de mise aux enchères de connaissances, dont le siège se trouve à Vancouver. Il a commencé sa carrière à Développement des ressources humaines Canada, puis a été à l'emploi de KPMG. Il a ensuite travaillé pendant plusieurs années pour CIBC Securities Inc. dans divers domaines, notamment le marketing, l'analyse des valeurs mobilières, le recrutement, l'élaboration de stratégies et de logiciels. Il a reçu le prix du président de CIBC pour sa remarquable contribution à la banque.

Grâce à cette combinaison unique de substance et de vitalité, Nick est sûr d'enflammer, de divertir et d'instruire ses auditoires, tout en leur donnant les outils et l'inspiration nécessaires pour accroître davantage leur niveau de rendement accéléré. Il vit actuellement à Ancaster (Ontario) avec sa femme Stacy et leurs trois enfants, Charlie, Dino et Tia Maria.

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