

Jay Kiew

65th Annual General Meeting
Keynote Speaker Biography

Innovation and Change Navigation Strategist

Jay Kiew is an innovation strategist and the world's leading expert on change fluency with more than 15 years of transformation experience. He has created more than \$2B of impact for 400+ executives by designing, developing, and delivering organizational transformation, but his story extends far beyond the professional arena. Kiew is a half-blind cancer survivor, whose life is a testament to resilience in the face of adversity. His remarkable blend of professional expertise and personal resilience equips leaders to hack through the thick of change and disruption.

Kiew spent his corporate career working at Deloitte, TELUS, and ADP, where he led mission-critical strategic transformations. This included a \$150-million primary care health policy reform, \$13-million tech transformations, doubling app users from 1 to 2 million, and scaling 15 product lines to \$35 million in 12 months. Today, as the Chief Innovation Officer at The Change Fluency Co, he helps organizations speak the language of change, particularly in Agentic AI innovation.

At the age of 19, Kiew became the world's youngest Distinguished Toastmaster. He has since been featured in the *Forbes*, *USA Today*, *Digital Journal*, *Financial Times*, *Globe and Mail*, *Financial Post*, *Ivey Business Journal*, *Change Leadership*, and more. In 2025, he released his first book *Change Fluency: 9 Principles to Navigate Uncertainty and Drive Innovation*, a playbook that equips managers, executives, and leaders with tools and strategies to make disruption work for them.

Kiew holds an MBA from the Ivey Business School and is a Prosci-certified PMP and Insights psychometric practitioner. In 2024, the Project Management Institute inducted Kiew as a Future50 honoree for his work on enabling organizations with AI Fluency and Agentic AI adoption.

He also represented Canada at the G20 YEA Summit in 2025, advising on innovation and entrepreneurship, and was recognized as a "top 40 under 40" by *Business in Vancouver*.