

President's Dinner & Members' Appreciation: a formal dinner with great entertainment held each year in the fall, at which Past Presidents and long standing members are recognized.

Dinner & Auction: this is a casual evening of fun and entertainment held in February each year. Thousands of dollars worth of donations (products/services) from members are auctioned throughout the event. This is the Chamber's only fundraiser.

Lethbridge "Business of the Year Awards" Breakfast: held during Small Business Week. This event has become Lethbridge's "Mini Academy of Awards".

Lunch & Learn: these luncheons are held at various dates throughout the year. Keynote speakers – politicians and others – address topics of interest to the business community.

Events

You're Invited!

As a Member of the Lethbridge Chamber of Commerce, you and your Employees are invited to participate in many activities throughout the year.

Mix & Mingle Trade Shows: held three times throughout the year (usually October, February & April), these are hosted by local member hotels, over a 2 hour time period in the evening are cost and time affordable.

FIRE Awards – First Impression Recognition of Excellence: A reception is held in January to honour individuals in the tourism and hospitality industries who have enhanced positive experiences in and the reputation of the City of Lethbridge, by providing excellent customer service.

Business After Hours or Grand Opening: are hosted by a member business during the week from 5:00 pm - 7:00 pm. Any member of the Chamber has the opportunity to host this event which is a great way to showcase your business.

Members' Appreciation "Fun" Golf Scramble & Barbecue: a great day of fun, golf and comradery followed by a steak dinner. Members and their guests are invited and everyone takes home a prize. The scramble is held in June.

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President's Message



Wayne Brewer, President
2010 - 2011

Now that our short summer is over, the Lethbridge Chamber of Commerce is getting very busy. Our eight committees have reconvened. The board met this summer to discuss a Canadian Wheat Board Resolution, put forward by the Red Deer Chamber. After a lengthy debate, the board decided to support the resolution.

Your Lethbridge Chamber representatives will attend the 2010 Canadian Chamber AGM in Gatineau Quebec, September 25 – 27. We will carry 12 votes, 11 being from chambers that are unable to attend. Rick Ross, Blaine Takeda and Glen Metzler are joining Jody Nilsson and Randy Tremel, President Elect, and I. Our Chamber will bring to the floor two policies: **Water for Sustainability** and **The Thebaine Opportunity - Creating a Pharmaceutical Industry in Canada**. Both policies have provincial support, as well as preliminary support from the National and Ontario Policy Committees.

On October 13, we will host the **All Candidates**

Forum for the Lethbridge Municipal Election. It is shaping up to be a highly contested race this year. This is your chance to learn about the candidates and ask them your questions. Mark **October 19** on your calendar and be sure to attend the **Business of the Year Awards Breakfast**. Last year, more than 500 people attended, so get your table booked early.

On November 3 and 4, Jody Nilsson, Randy Tremel and I will meet with **MLA's, Deputy Ministers and Ministers** in Edmonton, as one of 15 Team Lethbridge participants. This is a great opportunity to represent our community collaboratively and share a common message with other groups.

And remember to come out and vote on October 18th in the Municipal Election. Your vote is important!

Yours sincerely,

Wayne Brewer
President
Lethbridge Chamber of Commerce

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PLEASE POST OR CIRCULATE	Department	Forward	Initial

If your company is a Chamber Member, all of your employees are too!

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LETHBRIDGE 2010 ~ "BUSINESS OF THE YEAR AWARDS"



The Lethbridge Chamber of Commerce & Business Development Bank of Canada (BDC) welcome the business community to join them in honoring the 2010 Nominees and Award Recipients at the ~



Business of the Year Awards Breakfast TUESDAY, OCTOBER 19, 2010, LETHBRIDGE LODGE HOTEL & CONFERENCE CENTRE

7:30 A.M.: Registration **8:00 A.M.:** Breakfast and Awards Presentations

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- Special recognition of your company at the "Business of the Year Awards" Breakfast



- * Sponsored Tables/8 people \$150.00
- * Co-Sponsored Tables/4 people \$90.00
- * Individual Tickets \$30.00

Tickets may be picked up at the Chamber office: 529 – 6th Street South

REGISTRATION FORM

Lethbridge 2010 ~ "Business of the Year Awards" Breakfast
Tuesday, October 19, 2010, Lethbridge Lodge Hotel & Conference Centre

_____ Sponsored Table/8 people @ \$150.00 _____ Co-Sponsored Table/4 people @ \$90.00
_____ Individual Tickets @ \$30.00

Company: _____ Representative: _____

Phone: _____ E-mail: _____

PAYMENT OPTIONS:

- _____ Invoice
- _____ Visa/MasterCard (Please call the Chamber at 403-327-1586 to arrange)
- _____ Cheques payable to the Lethbridge Chamber of Commerce: 529 – 6th Street South, T1J 2E1

**** PLEASE FAX REGISTRATION FORM TO THE CHAMBER AT 403-327-1001
Phone: 403-327-1586 E-mail: office@lethbridgechamber.com**

Opportunities to benefit your business.

As a member of the Lethbridge Chamber of Commerce,
you and your employees have these opportunities:

- **Group Insurance:** for businesses – small & large
- **ATB Financial MasterCard/VISA:** preferred electronic merchant rates for MasterCard and VISA starting at 1.71% regardless of ticket size; interac fee of \$0.10 each debit transaction.
- **TD Canada Trust MasterCard/VISA:** MasterCard merchant discount rate starting at 1.79%; VISA merchant discount at 1.69% and \$0.09 per debit transaction (regardless of volume of business).
- **VersaPay:** preferential rates on VISA, MasterCard and INTERAC processing. Discount rates starting at 1.69% on Visa & MasterCard plus \$0.15/transaction; \$0.07/transaction Interac Direct Debit payments.
- **Payworks – online payroll services:** Payworks has created an innovative payroll service by rolling the best qualities of software packages, service bureaus and the power of the Internet into one system. Integrated Chambers Group Insurance Administration through partnership with the Johnston Group.
- **Esso Fleet:** \$0.03/litre discount on fuel purchased on your ESSO Fleet Credit Card. No minimums apply.
- **Recite Affinity Program:** audio, web and video conferencing and web casting services. Discount rates at \$0.05/minute for Audio Conferencing, which is 45% below the industry average. Recite will also do a service audit to review your conferencing usage at no charge.
- **Pacrim Hospitality Services:** offers business and leisure travelers a guaranteed discount of 15% off Best Available Rates (BAR) on each of their 60 hotels across Canada and the USA. Discount applies regardless of season or location but not in combination with other discounts. Rates based on standard rooms.
- **Husky/Mohawk:** Group Plan commercial credit card program offered to all Chamber members. Receive a \$0.02/litre discount with no minimum volume requirements at any Husky/Mohawk location.
- **Petro-Canada:** discount of \$0.02/litre on all grades of gas and diesel, 20% discount on car washes, 3% discount on vehicle propane.
- **Purolator:** volume discount program can save you 30% every time.
- **ADTEL On-Hold Info Pacs:** customized on-hold services.
- **Member to Member (M2M) Benefit Program:** discounts at 41 Chamber member businesses
- **Free Link** for your business from the Chamber's website to your website (www.lethbridgechamber.com)
- **Advertising opportunities** in Chamber News
- **Member discounts** for various Chamber events
- **Inquiry referrals** to member businesses (all Chamber members are listed alphabetically and categorically on the Chamber's site)

*www.lethbridgechamber.com



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The Lethbridge Chamber of Commerce
&
Lethbridge Lodge Hotel & Conference Centre



Invite you and your guests to join us for ~
"MIX & MINGLE" – TRADE SHOW

Tuesday, October 26, 2010

Drop in anytime between ~ 5:00 P.M. – 7:00 P.M.

Lethbridge Lodge Hotel & Conference Centre
Entrance: \$2.00



BUSINESS DISPLAY TABLES: 3 ft. x6 ft. draped,
\$35.00/Chamber Members & \$45.00/Potential Members

Tables are booked on a first-come first-serve basis
with first time displayers given precedence

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EVERYONE IS WELCOME TO ATTEND THIS EVENT!!!

**Please Fax Registration Form To The Chamber At 403-327-1001
Phone: 403-327-1586 E-mail: office@lethbridgechamber.com



MUNICIPAL ALL CANDIDATES FORUM

Wednesday, OCTOBER 13, 2010

6:00 P.M. – 8:00 P.M.: ALDERMANIC FORUM
8:15 P.M.: 9:30 P.M.: MAYORALTY FORUM

YATES MEMORIAL CENTRE
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Questions to the candidates will be encouraged
from the audience.

The Chamber's All Candidates Forum is always a
great opportunity to hear responses from the
candidates running for election, on issues affecting
business and life in Lethbridge.

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Delegating for Effectiveness

Delegate...delegate, you must delegate to be an effective manager! An old message, with new urgency! The importance of delegating grows day by day. Workloads have increased dramatically, and working excessive hours has become a way of life. Poor delegation is costly. Work overloads reduce our effectiveness, and erode our capability to solve problems. The rush to meet deadlines damages workplace relationships and ultimately these pressures spill over into our personal life.

A manager's role is planning, organizing and controlling work, not doing the work! Failure to delegate prevents team leaders from tackling these functions, and reduces overall effectiveness. Delegation distributes workloads evenly, improves individual performance, promotes participation, and builds team trust and confidence. Delegation is not a mystery. It is a critical, learnable skill. The key is to work 'smarter' not harder!

Delegation is a win-win process. It enables managers to focus their energies on planning and organizing work, and increases opportunities for team development.

Reviewing Your Delegation Process

Delegation shifts the focus from managing the process to managing the results. The person doing delegated work should decide 'how to do it' and make the necessary decisions. The manager's role is to monitor progress and measure the results.

Clear goals are critical. The more precise the goals, the easier it is to measure the results. Defining



and clarifying goals takes time, but vague goals lead to confusion, frustrations and unfulfilled expectations!

Authority is a delicate issue, but it must be tackled. If you

Delegation is not a mystery. It is a critical, learnable skill. The key is to work 'smarter' not harder!

delegate a task, you must give the person doing the work the authority to use the required resources and make appropriate decisions. The amount of authority assigned should be

consistent with the task. Measuring results is the 'bottom line' in delegation. Setting clear goals and performance standards at the outset defines the results and reduces the potential for confusion or conflict.

Monitoring plans track progress and help ensure problems are identified quickly. Use a Monitoring Plan similar to the one shown to track delegated work.

Evaluating the process enables managers to improve and strengthen their delegation skills.

Commitment is essential. Managers must ensure they have the team member's commitment to complete a delegated task. Focusing your planning discussion on the value of the task and its importance to the organization strengthens commitment.

Article courtesy of
Chamber of Commerce
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Welcome New Chamber Members

We extend a warm welcome to our newest members and look forward to their participation in the Chamber.

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Community Futures Lethbridge Region
presents:

Spirit of the Entrepreneur

Featuring Guest Speaker Frank O'Dea



Coast Lethbridge Hotel
526 Mayor Magrath Drive S
Lethbridge, AB
Friday, Oct. 29, 2010 - 9:00am-12:00noon

Founder of **The Second Cup**, Frank has an instant connection with the audience. Living on the streets only a few years before starting the largest chain of gourmet coffees and teas in the country, he went on to found other businesses, charitable foundations and is an Officer of the Order of Canada.

His story of triumph over adversity is a genuine Canadian success story. He delivers a message that motivates and empowers his audiences.

Frank will share the early years of Second Cup, the challenges he overcame to start Proshred Security (a document shredding service), and bringing his entrepreneurial spirit to the non-profit sector with Street Kids International, War Child (Canada) and the Canadian Landmine Foundation.

Tying all this together with his view on the three fundamentals that made all this work for him, Frank leaves his audience with examples of where one person can go and provides a **roadmap** on how to get there.

... he's coming to share his "secret of success".

Registration Information - through Community Futures Lethbridge Region
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