

Winds of Innovation & Change

2010 Alberta Chambers of Commerce AGM – May 13-15, 2010

Special announcement from the Lethbridge Chamber of Commerce !

The 2010 Alberta Chambers of Commerce AGM Sponsorship packages are now available.

We are very excited to announce we have finalized the details in regards to the Major sponsorship packages for the upcoming 2010 AB. Chambers of Commerce AGM being hosted by our Chamber from May 13 - 15, 2010. Utilizing our theme "Winds of Innovation and Change" we have created some very interesting and unique sponsorship opportunities that businesses of all sizes can use to participate in sponsorship of this exciting event. *We want to caution you however, there are a limited number of Major sponsorships available* - so please do not delay in making your decision. We want to make sure all our local Chamber members and past event sponsorship partners have an equal opportunity to purchase these programs.

We will be marketing these opportunities to other Chambers, their members and the Alberta Chambers of Commerce membership. These sponsorship packages have been aggressively priced to provide the maximum benefit to our sponsors.

This forum will provide a unique opportunity to network with the leaders in Alberta's business community and the representatives from the Alberta Chambers who are your voice with Government discussing business issues and lobbying on your behalf.

We are pleased to announce that **Clint Dunford**, a long standing supporter of the Lethbridge Chamber of Commerce has agreed to coordinate the marketing and distribution of these sponsorship packages on our behalf. Clint will be contacting you in the near future or if you require additional information in the near term, please contact **Clint directly by phone at 403-381-6770 or email at greendunford@shaw.ca** and he will be happy to explain all the features and benefits of this event sponsorship to you.

This event will allow The Lethbridge Chamber of Commerce, our local business community and our city to shine and showcase this wonderful community, where we run our businesses and raise our families. We look forward to receiving your sponsorship support and seeing you at the events during the conference. We will be providing you with event program pricing in the near future.

Thank you for your ongoing support of the Lethbridge Chamber of Commerce.

Lethbridge Chamber - 2010 Alberta Chambers of Commerce AGM Sponsorship Committee

2010 Alberta Chambers of Commerce AGM



Hosted by the Lethbridge Chamber of Commerce



Local Business Nominees Honoured

Nominations for the "Business of the Year Awards" are open to all businesses, organizations, and institutions in Lethbridge. The nomination forms were circulated throughout the community since early spring of 2009.

The Lethbridge 2009 – Business of the Year Awards were held in October, at a breakfast to honour all nominees and award recipients.

The Lethbridge Chamber of Commerce and Business Development Bank of Canada congratulate all nominees for the Lethbridge 2009 – Business of the Year Awards.

- | | |
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| Ag Plan Inc. | Hall Dental |
| Air Jump Inc. | Illusions Studio |
| Alberta Blue Cross | lunctus Geomatics Corp. |
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| B.W. Construction Products Ltd. | Kenegdo Day Spa |
| Benchmark Glass & Mirror Ltd. | King of Trade |
| Boss Hog's Country Saloon | Lethbridge Housing Authority |
| Bridge City Chrysler Jeep Ltd. | Lethbridge Journal, The |
| Bridget Pastoor, MLA Lethbridge East | Lethbridge Legal Guidance Society |
| Canadian Pacific Railway | Marble Slab Creamery |
| Canhost Group Inc. | Milne Pritchard Law Office |
| Carefree Kitchens & Lighting | National Car & Truck Rental |
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Welcome New Chamber Members

We extend a warm welcome to our newest members in September and October 2009 and look forward to their participation.

- | | |
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| KEVIN GOTH PROFESSIONAL CORP. 3234 Fairway Street South Lethbridge, AB T1K 8A3 403-329-1616 Business: Dental Office | BOEHME DENTAL CENTRE 2931 – 20th Avenue South Lethbridge, AB T1K 3M5 403-328-2316 Fax: 403-320-0035 Business: Dental Clinic |
| PET CITY CANADA 14 Erimineglen Road North Lethbridge, AB T1H 5Y1 403-380-4922 Business: Pet Supplies/Services | MANULIFE BANK/JASON DONKERSGOED 403-330-3400 Fax: 403-329-3001 Business: Bank/Financial Institutions |
| PRIMROSE MANOR INC. 1913 – 8th Avenue North Lethbridge, AB T1H 1B6 403-380-7746 Fax: 403-388-3444 Business: Pet Supplies/Services | PIRATES COVE COLLECTIBLES LTD. 1011 Mayor Magrath Drive South Lethbridge, AB T1K 2P7 403-394-6845 Business: Retail |
| SEEK UP SERVICES INC. 1814 – 23rd Avenue North Lethbridge, AB T1H 4S8 403-393-7965 Business: Duct Cleaning/Home Services | TRENERRY SERVICES 101 Cougar Crescent North Lethbridge, AB T1H 6K9 403-381-3367 Business: Trucking/Transport |
| MCBRIDE & GROOM 424 – 13th Street North Lethbridge, AB T1H 1S2 403-524-3737 (Fax): 403-329-6322 Business: Wedding Supplies | SECURCOM TECHNOLOGIES INC. 401C – 31st Street North Lethbridge, AB T1H 3Z4 403-380-4385 Fax: 403-381-8580 Business: Security Solutions/ Monitoring/Installations |
| BRUCE WEBSTER (Individual) | LETHBRIDGE WEB DESIGN 105 – 8th Street South Lethbridge, AB T1J 2J4 403-380-6386 Business: Internet Web Design & Development |
| NATURISTAS INC. 424 – 7th Street South Lethbridge, AB T1J 2G6 403-380-4551 Business: Health Services | |

Premier Joins in Celebration of Business

Premier Ed Stelmach was the surprise guest of honour at the Lethbridge 2009 – Business of the Year Awards Celebration held recently. The Premier joined over 530 business people, in celebrating the nominees and award recipients during the awards' breakfast.

Following a warm welcome address by the Premier, Bruce Tait, Vice President of Agricultural Services, Meyers Norris Penny addressed the Small Business Week theme: "Your dream, your business, and



your passion". Bruce spoke on how his father, Logan Tait, set the foundation for their growth and success beginning with Tait Management in 1986 and their merger with MNP in 2000.

The Lethbridge Chamber of Commerce and the Business Development Bank of Canada, congratulate the Award Recipients of the Lethbridge 2009 – Business of the Year Awards and thank the award sponsors for their support.



Bruce Tait speaks to the audience on "his dream, his business and his passion".



Paul Pharo (C) (Chamber President) presents Chamber Scholarships to Garry Saloff (Lethbridge College) and Laura Anderson (University of Lethbridge)



Cheryl Dick congratulates Bruce Galts of Galko Homes Ltd. on winning the Business Leadership Award, sponsored by Economic Development Lethbridge.



Kevin Sali (L) of Canadian Pacific Railway accepts the Business Legacy Award, sponsored by Alberta Blue Cross from Allan Friesen.



Dr. Murray Lindsay (R) presents the Change & Innovation Award, sponsored by the Faculty of Management, University of Lethbridge to Bill Jensen of EnviroFoam Insulation Ltd.



John (L) and Mike Davies of Davis Pontiac Buick GMC Ltd. display their trophy for winning the Dalton Jordan Memorial Award for Business Excellence, co-sponsored by the Lethbridge Chamber of Commerce and the Business Development Bank of Canada.



Scott Reiter of Reiter Computer Associates Ltd. and Patricia Johnson of Flair Travel Planners Ltd. share in the excitement of winning the Estelle Boffield Award for Customer Service Excellence, sponsored by the Lethbridge Lodge Hotel and Conference Centre.



Brian Kinahan (L) congratulates Scott Uily of Marble Slab Creamery in winning the New Venture/New Business Award, sponsored by 1st Choice Savings & Credit Union Ltd.



Lesley Colburn-Swartz of Pro Plant Care Ltd. accepts the Small Business of the Year Award, sponsored by Runner's Soul from Shawn Pinder.



Peter LeClaire (L) presents the Spirit of Lethbridge Award, sponsored by Lethbridge College to Del Allen of D.A. Electric Ltd.



The Young Entrepreneur Award, sponsored by Young Parkyn McNab LLP is presented to Tanya Yancie of Kenegdo Day Spa by Jeff Clarke.



Premier Ed Stelmach and Mayor Tarleck congratulate all award recipients.

Chamber Celebrates 120th Anniversary

The Lethbridge Board of Trade – now the Lethbridge Chamber of Commerce was incorporated in 1889.

At the Chamber's recent President's Gala Dinner, Dennis Hatt celebrated his year as President for 2008-2009, with the audience of over 400 business people. He congratulated the Chamber for its success as "the voice of business in Lethbridge for 120 years". Dennis thanked Chamber members and volunteers for their time, work and dedicated commitment.

During the evening, long-standing members were recognized and Past Presidents lined up to pass the gavel to the incoming President for 2009-2010, Paul Pharo.



Dennis Hatt congratulates Ken Hughes, Alpine Insurance & Financial as a Long-Standing Chamber Member of 100 years.

Chamber Past Presidents pass the gavel to New President



Jim Dunstan, Jerry Kirchner



Les Talbot, Clare Malmberg, John Gray



Richard Davidson, Marc Sabourin, Rick Ross



Tom Ackerman, Ron Bain, Dennis Chinner, Liz Findlay, Bruce Milne



Bruce Webster, Dennis Hatt, Paul Pharo



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Chamber Welcomes 2009 - 2010 Elected Leaders

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| Mr. Wayne Brewer: Servus Credit Union Ltd. | President Elect |
| Mr. Bill Waugh: Cummins Western Canada | Vice President |
| Ms. Susan Snicer: Charlton & Hill Ltd. | Vice President Finance |
| Mr. Dennis Hatt: Scotiabank | Immediate Past President |
| Ms. Kimberley Finn: UPS Store #378 | Executive Director |
| Mr. Bruce Thurston: Management Resource Services | Executive Director |
| Mr. Randy Tremel: BMO Bank of Montreal | Executive Director |

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| Ms. Grace Duff Lethbridge Centre | Ms. Darlene Sinclair Community Futures Lethbridge Region |
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| Mr. Bruce Galts Galko Homes Ltd. | Mr. Bruce Webster |
| Mr. John Gerlock Dove Christian Supplies | Mr. Steve White* Chinook Country Tourist Association |
| Ms. Emma Goerzen Hire Standard | Ms. Brandie Wilde St. Michael's Health Centre |
| Mr. Richard Hebert YMCA Lethbridge | |

* Automatic Appointments
as per Chamber Bylaws

Tips for Managing People

Managing Presence at Work

Presence at work is not simply attendance. Presence extends the idea of 'being at work' to include a mental and emotional connection to our tasks. People who are present are connected to their customers and colleagues throughout the organization. Presence is a critical factor in performance.

The cost of poor attendance and presence is high! Communication and information flows are disrupted, misunderstanding increase, and overall effectiveness declines. Worse, the organization's relationship with its customers erodes progressively as the 'customer connection' weakens. Excellent presence is a significant factor to improve personal and organizational performance.

***"It is by insisting on attendance
that attendance is achieved."***

Managing Attendance

The key words in managing attendance are connection, commitment, and communication.

Efficient leaders understand the importance of promoting the value of work, and the satisfaction people gain from successfully completing their tasks. They recognize and reward people who take pride in their work, and they celebrate individual and team successes.

Creating a positive connection between a person and his/her work is a central issue in improving attendance. Strongly connected people, focused on the goals of their work, breed success.

Commitment begins with an attendance policy that reinforces the personal responsibility for regular attendance. A clearly written policy coupled with a program to reduce personal barriers to attendance improves morale and motivates people to report for work.

Communication is another key element in managing and promoting attendance. Communication technology has given people greater access to information but not significantly reduced the level of misunderstanding! The keys to reducing negative attitudes are a good communication etiquette and arranging face-to-face meetings to discuss controversial issues.

Improving connection, commitment and communication throughout the organization increases job satisfaction and encourages people to focus on their work.

Work sites also are important factors in strengthening a person's connection to the work place and his/her commitment to attendance. Workstations should be safe, suitably equipped, and designed to encourage personal focus and attention.

Adequate meeting areas should be available for project team tasks and informal meetings. Carefully planned work areas encourage information sharing, bolster the connection between teams, and enhance their commitment to the goals of the organization.

Accurate work schedules, clear, transparent policies and effective, up-to-date processes also strengthen an individual's connection and commitment to an organization.

It is by insisting on attendance that attendance is achieved. Attendance policies must be communicated to all team members and regularly reinforced. Leaders who model excellent presence promote improved attendance at work.

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