



# Connections

... get plugged into your network

November 2011

## *Policy updates*

### *Chamber CEO on State Visit to Malaysia, Vietnam and Singapore*

Chamber CEO Perrin Beatty is currently with Governor General David Johnston on his inaugural state visits in Asia.

The GG invited Perrin to join a small party accompanying him on his trip to Malaysia, Vietnam, and Singapore. The trip, currently taking place, is focusing on Canada's trade and cultural ties to the region. Due to earlier commitments, Perrin joins the visit in Vietnam and Singapore, each of which is playing a growing role in the global economy.

It is a great honour for the Chamber to be asked to join the governor general's first state visit and the Chamber looks forward to assisting the governor general, and other tour participants, in deepening Canada's commercial ties in this important region.

During his visit to Vietnam, the governor general will highlight the important education linkages between Canada and Vietnam, as well as trade and investment. The visit will offer an opportunity to share views on multiculturalism and respect for human rights, during discussions and meetings with Vietnamese counterparts in Hanoi and Ho Chi Minh City.

While in Singapore, the visit will underscore Canada's shared interest in promoting growth through innovation and increased productivity. These issues will be addressed with Singaporean representatives and Canadians from the business, investment and academic communities.

The delegation of Canadians accompanying the governor general represents a variety of fields—including education, innovation and trade promotion, and culture. More information on the participants and the schedule of events can be found on the governor general's website: [www.gg.ca](http://www.gg.ca).

Read Perrin's blogs on the mission on our [home page](#).

### *Introduction of Pooled Registered Pension Plans Act*

The federal government's PRPP Act, introduced yesterday, has the potential to benefit the estimated 60 per cent of Canadians

who have either no, or insufficient, retirement savings. The Canadian Chamber believes PRPPs – with simple and straightforward rules and processes – would give many businesses the flexibility and tools they need to help their employees save for retirement. PRPPs would also provide individuals and the self-employed with additional retirement savings options.

PRPPs represent a significant development for the millions of Canadians who have either no, or insufficient, retirement savings and we look forward to reviewing the government's legislation and to the provinces and territories following suit.

### *Canada-U.S. security deal coming next month*

Minister Stephen Harper and U.S. President Barack Obama are poised to unveil their long-promised border security agreement in Washington in early December.

The deal comes after lengthy behind-the-scenes negotiations involving a new plan that will see both governments co-operate and share more information as they adopt a "perimeter security" approach to the border.

The Canadian Chamber of Commerce supports a deal that is more "strategic" in its approach to security, protects civil liberties and which ultimately speeds up cross-border traffic.

The broad outlines of the deal were contained in a declaration released at the start of negotiations in February; Prime Minister Harper and President Obama met this past weekend at the Asia-Pacific Economic Co-operation summit in Hawaii.

This is an issue that is critically important to Canadian businesses. When the agreement is announced, the Chamber will share an analysis of what this means for the future.

### *Chamber makes pre-budget submission*

On October 31, the Chamber's Chief Economist Tina Kremmidas made the Chamber's pre-budget submission to the House of Commons Standing Committee on Finance. Chambers and their members can read and download the [submission](#) and Tina's [speaking notes](#) on our website.

## CEO update

Last week, the Ontario chamber executives held their fall conference in Peterborough, ON. Apart from the amazingly warm November weather, there were also great learning sessions for chamber executives - and, of course, the all-important, invaluable networking sessions.

Delegates attending heard from leaders such as:

Nick Javor, VP of corporate affairs, Tim Hortons, who spoke about building communities and TH's relationship with those communities, from their perspective as a corporation.

General Rick Hillier spoke on leadership skills - something that he has in spades!

Jay Byers, from the Greater Des Moines Partnership, spoke about collaboration of chamber groups in a large region and their collective achievements on advocacy.

### Some great takeaways?

*On leadership and change...*

- 15% of people that you work with in a team environment will be at or ahead of you on any given task;
- 70% of the people are those that you will have to win over and convince - but it is doable;
- 15% are those that do not adapt well or ever.

*On leading a team...*

- Remember the 95/5 rule - don't spend 95% of your time trying to manage the 5% who are difficult - it's a waste of time and effort. Cut your losses!

*And another great thought... perhaps the best...*

All of us are given two ears, one mouth - use them proportionately!

*Thoughts on advocacy...*

The ultimate goal of a chamber? You want to aspire to be the "go-to" centrepiece of your community - so that...

- Government comes to you to know what business thinks on any given issue;
- The public comes to you for information on expanding their knowledge on issues;
- Your business members look to you to be a leader on issues where they can't be because it's too political or too time-consuming or they simply don't know how to approach the issue;
- Monitor discussions going on in your community and your region;
- Be ahead of the discussions, and be part of the solution;
- Do your homework - get to know the players - what their mandate is, what their background is, etc. For instance, a

minister, or member of legislative assembly might have been a farmer in a past life - he/she will probably have a sound base for ag issues but perhaps not so sound an understanding when it comes to healthcare issues.

- Relationships are important; you should not be shy about developing relationships with political staff on behalf of your members. When you do meet with them, be useful. Offer to provide facts, talking points, position papers and anything else that can help them understand your stance on a particular issue(s). Provide them with information to which they might not otherwise have access.
- Test the two ears and one mouth theory - ask them to give you information in return. Good public policy requires dialogue and, frequently, debate - be prepared.
- If your issue does get resolved, don't drop these contacts like hot potatoes - continue to cultivate the relationship; you never know when something else will come up!

Thanks for the great learning and networking sessions CEO!

### Third quarter TDMS lists are available now!

Chambers can download the third quarter lists of TD Merchant Services program participants from the CCC website.

If you are unsure how to do this, contact Marley Ransom, [mransom@chamber.ca](mailto:mransom@chamber.ca); she will direct you to the right spot.

### Kingston chamber seeks CEO

If you are considering a move to Ontario/or within Ontario, the Kingston Chamber of Commerce is looking for a chief executive officer. Interested individuals can review the job posting; deadline for applications is November 30.

### Sudbury chamber holds first chamber flash mob!

The Greater Sudbury Chamber of Commerce held, what they think, is the first-ever Canadian chamber flash mob at a member reception last week; check out their [home page](#) for a link! Are you trying something new? Let us know - we'll give a shout out to your peers!

### You've got a few new colleagues across the country:

**Andreas Becker**, administrator, Brighton & District Chamber of Commerce (ON), [info@brightonchamber.com](mailto:info@brightonchamber.com).

**Sally McDonald**, manager, Leamington & District Chamber of Commerce (ON), [sally@leamingtonchamber.com](mailto:sally@leamingtonchamber.com).

**Nicole Gagné**, executive director, Melfort & District Chamber of Commerce (SK), [melfortchamber@sasktel.com](mailto:melfortchamber@sasktel.com).

**Pauline Fitchett**, manager, Perth & District Chamber of Commerce (ON), [pfitchett@perthchamber.com](mailto:pfitchett@perthchamber.com).

**Bill Schurman**, executive director, Greater Summerside Chamber of Commerce (PE), [bill@chamber.summerside.ca](mailto:bill@chamber.summerside.ca).

With more than 400 chambers in our network, it's tough keeping tabs on all the changes "out there"; if you are a new manager or have changes that you would like the network to know about, send an email to [jhagen@chamber.ca](mailto:jhagen@chamber.ca).