

Alberta Chambers Handbook



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Table of Contents

FORWARD	I
ACKNOWLEDGEMENTS	II
CHAPTER 1—CHAMBER OF COMMERCE, GENERAL	
THE ORGANIZATION	1 – 3
CHAPTER 2—ALBERTA CHAMBERS OF COMMERCE	
WHAT IS THE ROLE OF THE ALBERTA CHAMBERS OF COMMERCE?	1 – 4
CHAPTER 3—ORGANIZATION	
SAMPLE ORGANIZATION FLOW CHART	1
ORGANIZATION AND STRUCTURE FOR CHAMBERS AND BOARDS OF TRADE	2 – 7
CHAPTER 4—BOARD OF DIRECTORS	
BOARD OF DIRECTORS	1 – 7
INDEX OF COMMON BOARD CHALLENGES	8
COMMON BOARD CHALLENGES/REMEDIES	9 – 20
BOARD COMMITTEE EVALUATION	21 – 23
BOARD MEMBER PERFORMANCE ASSESSMENT	24
DIRECTOR'S CODE OF CONDUCT	25
BOARD ROLE VS. ADMINISTRATOR ROLE	26 – 27
CHAPTER 5—DUTIES OF THE EXECUTIVE COMMITTEE	
PRESIDENT	1
VICE PRESIDENT(S)	2
TREASURER	3
SECRETARY	4
THE ORGANIZATION'S FOUNDATIONS	5 – 6
SAMPLE OF "ADMINISTRATOR'S" JOB DESCRIPTION	7 – 10
CHAPTER 6—LEGAL RISKS AND LIABILITIES	
LEGAL RISKS AND LIABILITIES	1 – 9

CHAPTER 7—COMMITTEES

FIVE KEY QUESTIONS	1
COMMITTEE STRUCTURE	2
THE FUNCTIONS & STRUCTURE OF COMMITTEES OR TASK FORCES	3 – 4
ORGANIZING A COMMITTEE	5 – 6
THE COMMITTEE AT WORK	7 – 9
SAMPLE COMMITTEE REPORT	10
SAMPLE COMMITTEE CHECKLIST	11 – 12
EVENT TIMETABLE FOR SUCCESS	13
100+ IDEAS FOR MORE PROFIT	14 – 21
WORKSHEET FOR GBIs (GREAT BIG IDEAS)	22

CHAPTER 8—MEETINGS

STAGE PLAN FOR SHORTER AND MORE PRODUCTIVE MEETINGS	1
MEETING PROCEDURE AND PROTOCOL	2 – 3
SUGGESTED BASIC AGENDAS	4
SAMPLE DIRECTORS MEETING ATTENDANCE ROSTER	5
10 COMMANDMENTS FOR A SUCCESSFUL MEETING	6
HOW TO RUIN A MEETING	7

CHAPTER 9—PROTOCOL

PROTOCOL	1 – 3
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CHAPTER 10—PARLIAMENTARY PROCEDURE

PARLIAMENTARY PROCEDURE	1 – 6
GUIDELINES FOR SOME KEY MOTIONS USED AT THE ACC	

CHAPTER 11—NEWS MEDIA

NEWS MEDIA	1
10 COMMANDMENTS FOR A SUCCESSFUL MEDIA INTERVIEW	2

CHAPTER 12—BYLAWS

REVIEWING BYLAWS	1 – 3
SAMPLE BYLAWS	4 – 16

BYLAW CHECKLIST	17 – 18
CHAPTER 13—STRATEGIC PLANNING	
SAMPLE STRATEGIC PLANNING WORKBOOK	
CHAPTER 14—ISSUES TO POLICIES	
ISSUES TO POLICY—PROVINCIAL	1 – 4
CALL FOR POLICY SUBMISSIONS	5 – 9
ISSUES TO POLICY—MUNICIPAL	10 – 12
RESPONDING TO EMERGING ISSUES	13
CHAPTER 15—MISCELLANEOUS	
HOSTING A POLITICAL CANDIDATES FORUM	1 – 5
WHY MEMBERS ARE MEMBERS	6
CHAMBER PLANNING CALENDAR	7
GOAL SETTING	8 – 9
7 STEPS TO STARTING A NEW BUSINESS	10 – 15
101 WAYS TO CREATE A BETTER WORKING ENVIRONMENT	16 – 18
CHAPTER 16—MEMBER CHAMBER LISTING	

FORWARD

The Chamber of Commerce must be operated like a business.

The success of any business depends on many factors. Sound financial management and a saleable product can spell the difference between success and failure. The degree to which a business is successful can depend on the efficiency of the operation.

Efficiency can be accomplished by making sure that everyone has a clear understanding of their responsibilities and accountabilities and that their knowledge and familiarity with the day-to-day business requirements are conducted in accordance with the dictates of the board and administration. This requirement can be simple and routine or it can be complex and detailed, depending on the size of the Chamber. In either case, it should be in writing and given to each volunteer and employee.

This manual is designed to *assist* the Chambers of Commerce in developing a more efficient operation through the use of a procedures manual with job descriptions. The examples are intended as guidelines only and should be adjusted to meet the needs of an individual Chamber.

This manual will use the title of **president** throughout. This applies equally to the title of president or chair of the board.

This manual will use the title of **administrator** throughout. This applies equally to the title of general manager, manager, office manager, secretary, executive director, and CEO.

The content of this manual has been broken down into a variety of data, *which is available in whole or in part electronically*. These units can be separated and/or combined, as required and supplied to staff, officers, directors, committee chairmen, etc. to form operating manuals for their use as and when appropriate. They have been composed in such a manner that you may rewrite the organizational manual (or others) into your own customized format. The manual has been compiled in this manner to allow for easy additions and deletions. It is emphasized that the manual will not be all things to all Chambers for all times, but it is hoped that it will be of value to some Chambers for some things for some time.

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