



## STAFF PROFESSIONAL DEVELOPMENT MARCH 4, 5 & 6, 2012

### **The Coast Plaza Hotel & Suites**

1763 Comox Street, Vancouver, BC V6G 1P6  
Telephone: (1) 604-688-7711 Fax: (1) 604-685-7210 [www.coasthotels.com](http://www.coasthotels.com)

<b>Sunday March 4<sup>th</sup></b>	10:00am to 4:30pm	General Manager's Roundtable
<b>Monday March 5<sup>th</sup></b>	<b>7:30am to 8:30am</b>	<b>Registration &amp; Breakfast</b>
	8:30am to 4:30pm	Rural Diversification (Pan West) – Day 1 <b>(Supported by REDI-BC)</b>
	8:30am to 4:30pm	Human Resources Training – Day 1
	8:30pm to 4:30pm	Training for Effective Peer Mentoring Amongst Lenders
<b>Tuesday March 6<sup>th</sup></b>	<b>7:30am to 8:30am</b>	<b>Breakfast</b>
	8:30am to 4:30pm	Rural Diversification - Day 2
	8:30am to 12:00pm 1:00pm to 4:30pm	Human Resources Training – ½ Day 2 Open Roundtables – afternoon
	8:30am to 12:00pm 1:00pm to 3:30pm	Lenders Facilitated Roundtable EDP Presentations <b>(Supported by EDP Program)</b>

**Contact:** Community Futures Okanagan-Similkameen  
(250) 493-2566 x 212 or [info@cfokanagan.com](mailto:info@cfokanagan.com)

**Registration fee: \$499 pp** (includes conference workshops, materials, & meals as noted).

**Registration** - deadline to register is February 17<sup>th</sup>

**Hotel Rooms:** Book now! Reserved room blocks are held at The Coast Plaza Hotel & Suites – see hotel details below. **Reservation Deadline January 31, 2012**

## PROGRAM AGENDA

Session Title	Time	Delegates	Location/Room	Instructor/ Facilitator
<b>Sunday March 4:</b>				
General Managers Roundtable	10:00am – 4:30pm	Managers Only	Barclay Room	n/a
<b>Monday March 5:</b>				
*Registration & Breakfast	7:30am – 8:30am	All Delegates		n/a
Rural Diversification - Pan-West (Day 1)	8:30am - 4:30pm	Open to All – Must take both days!		Judy McMillan-Evans
Human Resources Training	8:30am - 4:30pm	Open to All – Must take 2nd half day!		Shawnee Love
Training for Effective Peer Mentoring Amongst Lenders	8:30am - 4:30pm	Lenders/Business Analysts		Kyleen Myrah
<b>Tuesday March 6:</b>				
*Registration & Breakfast	7:30am – 8:30am	All Delegates		n/a
Rural Diversification – Pan West (Day 2)	8:30am - 4:30pm	Open to All – Must take both days!		Judy McMillan-Evans
Human Resources	8:30am – 12:00pm	Open to All		Shawnee Love
Open Roundtables (SE or Other)	1:00pm-4:30pm	Open Roundtables		n/a
Lenders Facilitated Roundtable	8:30am - 12:00pm	Lenders/Business Analysts		Ron Trepanier
EDP Presentations	1:00pm – 3:30pm	Open to All		Garry Angus
<b>*Breakfast 7:30 – 8:30am, Breaks 15 minutes: 10:15am &amp; 2:30pm, Lunch 12:00 - 1:00pm</b>				

## PROGRAM DESCRIPTIONS & PRESENTERS

**SUNDAY MARCH 4, 2012**

### **GENERAL MANAGER'S ROUNDTABLE**

#### **AGENDA**

Presentations on major initiatives being done regionally

- Island Coast Marketing
- Northern Trade and Finance
- Kootenay Syndication loans
- Agriculture – Karen Eden
- Kootenay Boundary productivity project

Major regional or provincial projects

- Economic Gardening
- Venture Connect
- SE training

Committee Reports

Modernization Update

Managers Rep on CFBC Board report

Admin and Misc

- Operational Plans and WED “questions”
- New group Insurance
- Update of CF conference –Nelson
- GM reference binder

Roundtable – share a project

(NOTE: additional costs will be invoiced to individual Community Futures)

**MONDAY MARCH 5 & TUESDAY MARCH 6, 2012**

**Rural Diversification (Pan West) – 2 Days**

*(Supported by REDI-BC)*

**Instructor: Judy McMillan-Evans**

**Course Description**

Western Canada's communities are facing major economic challenges. In light of this, rural development practitioners need tools and strategies to assist their communities in the move to a long-term sustainable future.

Rural diversification is about broadening an economic base with a variety of business types and jobs, while creating a balanced and stable economy. For this reason, students will learn strategies to build upon a community's comparative advantages and define diversification opportunities. Students will develop a rural diversification project during this two day course.

This practical 2 day team-based course includes:

- Real western Canada case studies of rural diversification
- Case studies of rural diversification projects from around the world, some that were successful and others that were not.
- Strategies to identify rural diversification opportunities.
- Rural economies and how they function.
- Working with entrepreneurs to create a diversified economy.
- Strategies for working with communities in a time of change.
- Planning and partnering for rural diversification.
- Developing rural diversification projects and writing proposals for project funding.

As a British Columbia Community Futures staff member, you will find this two day interactive course engaging and relevant to your daily work. The course is facilitated by Judy McMillan-Evans, M.Ed., and the Senior Project Officer for the Rural Diversification Initiative in Alberta. An added benefit of the course is the alignment with the Pan West Community Futures competencies of project management, proposal writing and community economic development.

This course includes eight modules as outlined below and incorporates group work to:

1. Define community comparative advantages
2. Rural diversification projects ideas
3. Develop a project plan for a rural diversification project

<b>Module Title</b>	<b>Module Description</b>
<b>Rural Diversification Overview</b>	Covers the process of rural diversification and role of rural development practitioners in the diversification process.
<b>Rural Economies and Diversification</b>	Delves into the history of rural economies and the theories of economic development as they relate to rural diversification.

<b>Entrepreneurship and Rural Diversification</b>	Explores the role of entrepreneurs in the process of rural diversification and ways of supporting entrepreneurs as they drive diversification.
<b>Talking to Communities and Change Management</b>	Contains the strategies for engaging in diversification dialogue with community leaders and ways to support the changes taking place in western Canada's rural communities.
<b>Planning and Readiness for Rural Diversification</b>	Covers the steps in preparing communities for diversification and the process of planning a rural diversification project.
<b>Partnership Development</b>	Delves into the engagement, development and ongoing relationships with suitable partnership through the development and implementation of a rural diversification project.
<b>Project Management</b>	Defines project management tools and strategies suitable for a rural diversification project.
<b>Proposal Writing</b>	Contains detailed information to support the development of a project work plan and proposal for funding a rural diversification project.



**The Instructor**

**Judy McMillan-Evans, M.Ed.**

Senior Project Officer, Rural Diversification Initiative Community Futures Alberta

Over the past four years, Judy and the team at Community Futures Alberta have explored the concept of rural diversification throughout the world. This adventure has provided a solid understanding of how rural communities reduce their economic vulnerability and the role that Community Futures can play in diversifying their regions. From this process, the rural diversification course was developed.

Judy has worked with Community Futures for sixteen years and for the past twenty years, has been teaching entrepreneurship, small business management and economic development at Mount Royal University and the Southern Alberta Institute of Technology in both face-to-face and on-line formats. Education, rural communities and business are synonymous with Judy's life and her work.

**MONDAY MARCH 5 & TUESDAY MARCH 6, 2012**

## **Human Resources Training – 1 ½ Days**

**Instructor: Shawnee Love**

### **Topics Include:**

**Performance Management:** agenda will cover goal and expectations setting tied to vision, various meeting types, constructive feedback, performance appraisals, managing poor attendance, conduct and job performance, and discipline.

**Recruitment:** agenda will cover structured hiring process, recruitment methods, and various tools to use when recruiting including organizational chart, staffing plan, job description, job posting, interview protocol, and candidate evaluation forms.

**Managing Change:** agenda will cover types of changes in companies, reactions to change, stages of change and how to recognize them, tools and methods to progress through change (e.g., building trust, strong communication skills, debriefs, etc.)

### **Profile of Shawnee Love**

Shawnee Love is a lifelong resident of BC with a passion for people and travel which has brought her around the world and back again to the most beautiful place on earth. She is a graduate of the University of British Columbia's Commerce program with a specialization in Human Resources.

Over her 16 year career in human resource management, she has worked in a broad range of industries and company types and has consistently helped build businesses and grow people. Shawnee started Love HR in 2009, and focuses her consulting practice on small to medium sized organizations who want to achieve greater success through their people and people practices. She delivers HR strategy, employment practices, and people skills to her clients with practicality, creativity, energy, integrity, and an irrepressible sense of humour. And she is passionate about enabling change, facilitating adaptability, and encouraging creativity to enhance the organization's potential for success and likelihood of achievement.



For more information, you can contact Shawnee Love at 250-801-1341 or via email at [shawnee@lovehr.ca](mailto:shawnee@lovehr.ca). You can also learn more by visiting Love HR's website at [www.lovehr.ca](http://www.lovehr.ca)

**MONDAY MARCH 5, 2012**

## **Training for Effective Peer Mentoring Amongst Lenders – 1 Day**

**Instructor: Dr. Kyleen Myrah**

### **Course Description**

This workshop will identify what peer mentoring is, how to incorporate mentoring into the workplace and the intended benefits for your organization. We will begin with a discussion about different forms of support (supervision, coaching, mentoring) and what differentiates these activities. Our group will then debate the potential outcomes and challenges of implementing an informal peer-to-peer program at Community Futures, specifically amongst the lending staff. To showcase how this form of mentoring can be implemented, we will use vignettes from your work environment to practice simulated mentoring between senior and junior lenders. Debriefing, feedback and reflection will be incorporated after each exercise to help participants further their understanding of how to implement this practice, and how to overcome any issues. As part of execution, we will highlight key communication methods which need to be employed to ensure the style and process of interaction is conducive to peer to peer mentoring. Both the senior and junior lenders will have time within their own groups to identify expectations and questions about implementation and identify any support mechanisms critical for success. Participants will leave this workshop with the insight, tools, and excitement for how to participate in peer mentorship within their organization.



**Dr. Kyleen Myrah** is an educator, professional speaker, entrepreneur and active member of her community. She is a Professor of Business at the Okanagan School of Business at Okanagan College teaching in the areas of marketing, management and entrepreneurship. She is also President of KyCo Management, a professional speaking and corporate training company speaking on topics such as mentorship, leadership, business development, communication and time management. She is a dynamic and engaging speaker whose preparation, experience and interaction with the audience continue to exceed expectations and provide superior value to every presentation she makes.

Believing strongly in the value of community involvement and stewardship, Dr. Myrah has held numerous committee and board positions with organizations such as the Kelowna Chamber of Commerce, YMCA-YWCA, and Community Futures of the Central Okanagan. She is a sought-after judge for business competitions including the Kelowna Business Excellence Awards and Young Entrepreneurs Competition. Dr. Myrah has received numerous awards for her community and professional work including a Senatorship with the Junior Chamber International, the 2009 John Dobson Faculty Advisor of the Year award, the 2008 Executive CMA Top Talent Award and finalist in the Kelowna Woman of Distinction Awards in the Community Leadership category.

*Committed to the importance of lifelong learning, Dr. Myrah has continued her education throughout her career. She has a Bachelor of Arts Honors degree from Queen's University, a Master of Public Administration degree from Dalhousie University, a Doctorate of Education from University of British Columbia, and her Certified Management Accountant (CMA) designation from Simon Fraser University. Dr. Myrah is also a Certified Trainer of the Myers-Briggs Type Indicator Step I and Step II Program.*

**TUESDAY MARCH 6, 2012**

**EDP PRESENTATIONS**

***(Supported by EDP Program)***

**Garry Angus, EDP Provincial Coordinator – Community Futures BC**

### **Workshop Description**

Since its beginnings in 1997, some Community Futures have had greater success with their Entrepreneurs with Disabilities Program than others.

At this session Community Futures Okanagan Similkameen and Community Futures Sunshine Coast will share how they have succeeded with this program for clients in need of additional support. Strategies for supporting entrepreneurs with disabilities will be shared and recent EDP-funded regional support projects will be highlighted.

IS the EDP still relevant? Mr. Dan Bauer, President of the Accessible Wilderness Society and Chair of the EDP advisory Committee will share his history and experience along with Community Futures and the EDP. Dan has been a business owner since the 1980's and involved with Community Futures in two Provinces. Hear Dan's unique perspective on the EDP and his recommendations on working with entrepreneurs with disabilities.

At the end of the presentations there will be a roundtable for sharing best practices on the EDP led by Garry Angus, EDP Provincial Coordinator.

**Professional Development  
REGISTRATION FORM**

**March 4, 5 & 6, 2012**

**Coast Plaza Hotel & Suites, Vancouver, BC**

**Registration deadline: February 17, 2012**

**Register online at <http://www.cfokanagan.com/>**

(Please fill out one form for each participant!)

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

PH (Bus.): \_\_\_\_\_ PH (Alt.): \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**AGENDA - Please check all that apply:**

<b>Sunday, March 4</b>	<input type="checkbox"/> General Manager's Roundtable
<b>Monday, March 5</b>	<input type="checkbox"/> Rural Diversification - Pan West (Full Day 1) must take both days  <input type="checkbox"/> Human Resources Training (Full Day 1) must take ½ Day 2  <input type="checkbox"/> Training for Effective Peer Mentoring Amongst Lenders (Full Day only)
<b>Tuesday, March 6</b>	<input type="checkbox"/> Rural Diversification - Pan West (Full Day 2)  <input type="checkbox"/> Human Resources Training – ½ Day morning <input type="checkbox"/> Open Roundtables – ½ Day afternoon  <input type="checkbox"/> Lenders Roundtable – ½ Day morning <input type="checkbox"/> EDP Presentations – ½ Day afternoon

## REGISTRATION FEES

Delegate Fee - \$499 (no tax)

Fee includes: All sessions with expert facilitators, materials or handouts and all listed meals.

General Managers meeting – additional costs will be invoiced.

## MEALS (I will attend – check all that apply)

Sunday March 4<sup>th</sup>:

Lunch

Monday March 5<sup>th</sup>:

Breakfast

Lunch

Tuesday March 6<sup>th</sup>:

Breakfast

Lunch

(Dinners on your own)

Do you have any dietary restrictions or allergies?  Yes  No

Vegetarian \_\_\_\_\_  Food Allergy \_\_\_\_\_  Other \_\_\_\_\_

Note: Breakfasts 7:30am, Breaks 15 minutes: 10:15am & 2:30pm (times may vary)

Lunch 12:00 to 1:00pm – **locations tba**

## PAYMENT INFORMATION

Cheque

*Payment enclosed (cheque or money order only) made out to:*

Money Order

**“CF Okanagan Similkameen – PD Registration”**

MasterCard

VISA

Card#: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

**ACCOMMODATION:** Delegates have rooms blocked for a special rate at Coast Hotel Plaza & Suites. Room booking information is below. **Deadline for reservations is January 31, 2012**

**CANCELLATION POLICY** Cancellations received prior to February 15, 2012 will be subject to a 10% administrative charge. No refunds will be issued after this date, but substitutions are allowed. Registration and payments should be sent to:

**CF Staff Professional Development**

**Hosted by: CF Okanagan-Similkameen**

#102 – 3115 Skaha Lake Road, Penticton, BC V2A 6G5

Tel: (250) 493-2566, Toll Free: 1-877-493-5566, Fax: (250) 493-7966

E-mail: [info@cfokanagan.com](mailto:info@cfokanagan.com) Website: <http://www.cfokanagan.com>

## HOTEL ACCOMMODATION:



1763 Comox Street, Vancouver, BC V6G 1P6  
Telephone: (1) 604-688-7711 Fax: (1) 604-685-7210 [www.coasthotels.com](http://www.coasthotels.com)

### Guest Room Rates

Room	Single Rate	Double Rate
Comfort Room - City View	99	99
One Bedroom Suite (D/D) - Water View	139	139

Room rates exclude taxes.

### Method of Reservation: Individual Call-In

\* *Additional adult occupying the same room is \$20.00 per night. Children under the age of 18 years of age stay free, in the same room as a paid adult.*

- a) Negotiated room rates are available to your guests three days pre / post actual convention dates (based on availability). Check in time is 3:00 pm and check out time is 12:00 noon.
- b) Rates are quoted in Canadian Dollars and are subject to taxes.
- c) No-show reservations will be charged one night's room rental fee. An early departure fee of \$70.00 per room for group bookings will be made for guests departing before their confirmed departure dates. Guests will be exempt from this charge if they change their departure dates prior to check-in or at time of check-in.
- d) Room Release & Reservation cutoff date: **January 31, 2012**. All unassigned guest rooms will be returned to the Hotel's inventory on this date. Each guest room reservation should be guaranteed to a valid credit card, or to the master account (if approved by hotel). Should the guest room not be guaranteed, the Hotel reserves the right to release the guest room back for re-sale 48 hours prior to the arrival date. Individual guest rooms within the block may be canceled up to 4:00 pm two days prior to the initial arrival date of the group, without penalty. Cancellations after this point will be billed to the party which has guaranteed the reservation.