

Think Global ...
Buy Local

Chamber Committees

Volume 7 Issue 1

April 2014

Employee engagement: from recruitment and hiring, to retention

Important – Date & Time Change

Wednesday, May 14 – 6 pm – 8 pm
Norway Bay Golf Course, Bristol

Sponsored by



LOGS END

Presenters:

Jennifer Layman, Ottawa Valley Business and ovjobs.ca: *How to attract the best employee through your job offer announcement and how to conduct the interview to get the best employee for you.*

Joanne Christopher, AECL Employee Relations Specialist: *How to increase the retention of your employees and ensure positive conflict resolution*

Susan Sweet, AECL Manager Talent Acquisition: *How to find the “right fit” for your company when hiring a new employee*

Price: \$18 members, \$23 non-members — *Homemade soup,*

Chamber Events

Employee engagement: from recruitment and hiring, to retention Wednesday, May 14

6 pm – 8 pm

Norway Bay Golf Course, Bristol

Sponsored by Logs End

Price: \$18 members, \$23 non-members

RSVP by May 9



Annual General Meeting

June 4, 2014

6:30 pm

Northfork Country Kitchen, Chapeau

More information to come.



Business Achievement Awards Gala

Friday, Oct 24, 2014



Christmas Shopping in the Pontiac

Saturday, November 22, 2014



Holiday Party

Saturday, November 29, 2014

If you have a business or Pontiac event you would like advertised, please contact the Chamber.

assortment of sandwiches, dessert, tea or coffee

RSVP by May 9 – 819-647-2312
bizdev@pontiacchamberofcommerce.ca

Chamber Committees

The Chamber board has created a number of committees to assist with the organization of the Chamber. If you would like to be involved with any of the committees below, please contact the Committee Head for details.

Buy Local Committee

Committee Head: Denis Lariviere

Contact: Denis.Lariviere@promutuel.ca

Code of Ethics Committee

Committee Head: Jean-Claude Rivest

Contact: jc@jericom.biz

Partnership Committee

Committee Head: Ron MacKillop

Contact: ronaldm@teamipg.com

Planning Committee

Committee Head: Mireille Alary

Contact: malary@pmegatineau.ca

Pontiac Chamber of Commerce

www.pontiacchamberofcommerce.ca
info@pontiacchamberofcommerce.ca
bizdev@pontiacchamberofcommerce.ca
819-647-2312 or 1-855-647-2312

Small Business Checkup

This is the fourth and final article in a series of four.

Human Resources

No business runs without people power. Considered by successful business owners to be their greatest asset, the right mix of employees is invaluable to business health. Yet for some small businesses, human resources management often takes a back seat to more pressing issues. However, the effort it takes to develop clear policies and procedures pays off the first time an employee issue arises.

Consider these areas:

Are roles and responsibilities clearly defined?

Nothing is more confusing and frustrating to employees than being unsure of their job requirements. Up-to-date, written job descriptions protect you and your staff from misunderstandings and possible legal issues.

Are the right people in the right jobs?

Did hiring that last employee because they were willing to accept minimum wage solve your problem or add to your headaches? Ensure your interviewing skills and hiring practices result in a good fit for both the organization and the candidate's skills and ambitions.

Do you have a written Human Resources policy and procedure guide?

Documenting everything from vacation entitlement, hours of work, compensation practices, plus terms and conditions of employment establishes orderly and consistent administration of your human resources. By creating and fostering guidelines, you build a venue for effective working relationships at all levels

of the organization. Don't wait until you have an issue before you implement a policy.

What training and personal development opportunities do you provide?

Many employees view employer-paid educational training opportunities as recognition of the value they have to the organization. It's a smart move to pave the way for growth and new skills whenever possible. Bottom line: spending money on training is a lot cheaper than losing a valued employee who wants to learn more, but isn't given the chance.

How do you rate yourself as a leader and why?

Do you keep yourself current on new ways to lead and manage? Today's workforce offers much, but has different generational expectations and needs. Does your style help or hinder progress?

Does your compensation and staff recognition plan meet the current market standards?

The right mix of salary, benefits, rewards, meaningful work and recognition combined with a healthy environment leads to fully engaged employees – an asset to any company. Are you providing the framework needed to retain top quality staff?

Are there any significant patterns or increases in absenteeism rates?

Good records help identify trends and concerns affecting your work force, and are often an indicator of deeper organizational problems. Don't ignore them.

Have you provided expert training for your management team?

Conflict resolution, handling difficult employees, dealing with discrimination, bullying, abuse

or addiction are all real issues in today's workplace. How equipped is your key staff in dealing with sensitive concerns, and are they aware of the management resources available to them through your benefit plan?

The Next Step

Action brings results. Once you've completed your checkup and identified challenges, make a plan and then work it. Prioritize each new goal and get going! Much like starting a new health regime, long-lasting and effective changes tend to be those you take one step at a time and involve the development of new practices and habits. In some cases you'll want to take care of a situation immediately, especially if it has legal or financial implications. Other challenges may take longer to resolve, and will require considerable effort.

Get your employees involved. It's a common trait for business owners to feel they need to resolve problems by themselves, but don't overlook the knowledge and intelligence of your staff. After all, they are your eyes and ears on the front line and deal with issues every day. They are the face of your company, they hear feedback from customers, and they know what works and what doesn't within your systems. Tap into this resource for great ideas and support.

We hope our checkup suggestions have been helpful, and encourage you to expand our test questions to suit your own business and situation. Here's to your good business health!

CHAMBERS OF COMMERCE GROUP
INSURANCE PLAN
Information supplied by R. F. MacKillop CFP.

Exposure for your Business

Support the Chamber through an enhanced membership and receive benefits for your business.

Members approved two additional tiers of membership.

2nd Tier – \$250: small size advertisement on chamber web site; logo at the bottom of the monthly newsletter; logo on Sponsor board displayed at all General Meetings of the Chamber.

3rd Tier – \$500: larger size advertisement on chamber web site; logo at the bottom of the monthly newsletter; prominent logo on Sponsor board displayed at all Quarterly General Meetings of the Chamber; chance of have a display/booth at all General Meetings of the Chamber.

If you are interested in taking advantage of these enhanced memberships, please contact the Chamber for more information.

Business Seminars

The Chamber is planning many business workshops, seminars and breakfasts in the coming year. If you would like to be a presenter or host – to share your expertise and business knowledge to other business people, assisting other local businesses to be more successful in their own business – please contact Ginger at 819-6472312 or bizdev@pontiacchamberofcommerce.ca

It could be a business breakfast, luncheon, 5-7 event, an open house or evening event. It can also be held anywhere throughout the Pontiac – you could host an event at your own business! There are many local restaurants who can cater these events.

This is the perfect opportunity for you to introduce yourself and your business to other local business entrepreneurs.

Welcome to the Chamber!

Businesses who have joined the chamber since the last newsletter.

Centre d'auto Amyotte
Northfork Country Kitchen
Norway Bay Golf Course
Valley Media

Check the chamber web site for links to all Chamber businesses.

Support your local businesses!

Would Like to Join the Chamber?

Membership fee of \$125 (plus taxes) entitles you to all chamber benefits. Membership valid from April 1st to March 31st.

Contact info:
Pontiac Chamber of Commerce
PO Box 119
Campbell's Bay, Quebec, J0X 1K0
1-866-861-0509 or 819-647-2312
www.pontiacchamberofcommerce.ca
info@pontiacchamberofcommerce.ca

Advertising in the Online Business Directory

All businesses try to find the best, most cost effective way to advertise their products and services to the public or other business owners. The Pontiac Business Directory is one way to do this. The directory ranks very high on search engines when anyone is looking for products and services in the Pontiac region.

This directory was created to be updated by the businesses themselves so new information can be added to your listings at any time as your business changes and you offer new products or services.

If you would like information about the directory, please contact lynda@freshimage.ca. The online Help File is there to step you through the process. If you have not already claimed your business' listing, we can step you through the process.

Visit the directory at: www.commercepontiac.ca

**Think Global ... Buy Local
Support Those Who Support You
Small Businesses Make Small Towns Work!
Consider this when you're buying ...
As business operators, our actions shape our communities.**

If you received this newsletter via regular mail and would like to receive it via email, please let us know a valid email address. We do not share our lists.

News, article suggestions and letters to the editor are welcomed and encouraged. Content will be edited to fit the space available. We welcome press releases and news from our local business community.

Chamber Benefits

Being a member of the Pontiac Chamber of Commerce means that you are also affiliated with the Canadian Chamber of Commerce (CCC) — www.chamber.ca and the Quebec Chamber of Commerce (FCCQ) — www.fccq.ca

You and your business can take advantage of benefits listed on their web sites.



member of the national chamber of commerce network
membres du réseau de la chambre de commerce du Canada



Group Insurance Benefits

Visit the new web site / view the video!

<http://www.chambers.ca>

Chamber Funding Partnerships



Centre local de développement



Chamber Business Partnerships

Demandez une soumission
Ask for a quote

SHAWVILLE
819 647-2953

FORT-COULONGE
819 683-2227

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Info@famillelafleur.com

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Excavation Michael Derouin
819-648-5028

mike.derouin@sympatico.ca

424 chemin Outaouas
Grand Calumet Island, QC J0X 1J0

road building • maintenance • excavating • septic

Langford Grocery
819-647-2933

104 Victoria Street
Shawville, QC

Pontiac Chiropractic Clinic
Dr. Isabelle Gagnon,
Chiropractor
www.chiropontiac.ca
chiropontiac@gmail.com



224 Route 148
Mansfield, QC
819-683-3690

379 Route 148
Shawville, QC
819-647-5155

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