

Representing the Interests of Business for the Growth and Prosperity of Our Members and Communities

Director Creates New Business Relationships

Rob Bear joined the Yorkton Chamber of Commerce Board as a Director in 2010 and has served on the Marketing and Communications committee. "Being part of the community of Yorkton has always been important to me and my family," said Rob. "Being a Director allows for an opportunity to work with a number of great community members in making decisions to better business within the City of Yorkton."

As a 10 year employee with the Saskatchewan Indian Gaming Authority (SIGA), Rob takes pride in calling Yorkton home. Rob has been living in Yorkton for over 7 years, and began his employment with SIGA as the Marketing Manager at the Painted Hand Casino. He is now the Casino's Operations Manager.

As a Director, Rob enjoys the proactive role the Chamber plays in the community. "The Chamber's key role is to be a voice for all people and all businesses," Rob said. "I am proud to be at the board table of an organization with the longevity and reputation the Chamber has had for so many years in the community."

Rob noted three reasons for letting his name stand for nomination to the Board: to continue to be part of the community by representing and supporting business in Yorkton, to relay the activities and initiatives of the Chamber to the employees of the Painted Hand Casino, and to offer the Chamber a First Nations perspective on business in Yorkton. As a member of Ochapawace First Nations, Rob feels it is important for someone from a First Nations community to be involved in a business organization such as the Chamber of Commerce. "Both the First Nations and business communities express the need for First Nations people to become engaged in business. As a Director on the Chamber Board, this becomes an example of how bridging between the two communities can be achieved. In the end, it's a win-win for the community of Yorkton."

Rob has been pleased with the increase in the number of Painted Hand employees who are now attending Chamber events. "At SIGA, we have very effective tools to get information to all our staff," Rob



Serving as a Chamber Director, Rob Bear plays a role in bridging the business community with the Painted Hand Casino and the First Nations community.

said. "This allows us to communicate easily and effectively with over 260 Painted Hand employees, and getting the word out there has increased the number of our people who are now interested in and attend Yorkton Chamber events."

Since he's become a Director of the Chamber of Commerce, one of the biggest benefits Rob has noticed is meeting numerous people he may have never met otherwise. "Being a Director has allowed me to meet and create new relationships with the other Directors, and to meet some of the many businesses owners through the Chamber events that are hosted annually," he said.

When not at work or attending Chamber events and meetings, Rob is kept busy with his young family. He and his fiancée, Avery, have 4 young children who are involved in a variety of sports and activities. As a former Yorkton Terrier and most popular player voted by the fans, Rob makes every attempt to maintain a healthy lifestyle and stay physically active. He plays the occasional game of golf, recreational hockey and enjoys spending time with his kids.

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- ~ View Customers as partners-members of your team.
- ~ Consider recruitment as serious business—hire only the best.
- ~ Give your staff members the tools they need to build skills and develop professionally and evaluate them on what they accomplish.
- ~ Prepare for the inevitable, conflicts arise in any customer relationship with the thought in mind: "It's how you handle the problems that sets one profession or organization apart."
- ~ Invite Customer complaints as a learning experience.
- ~ Foster exchanges among your organization's groups and individuals to get their ideas on how to better satisfy customers and test what you assume is working—even in your best programs.

TIP: Turn Customer Complaints into compliments by using the seven magic words: "What would you like us to do?"



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Engaging Generation Y in the Work Force

*(Another in a series of articles submitted by
the Family Life Work Balance Committee)*

With the boomer generation retiring, Generation Y employees (born in the 1980's and 1990's) will become more predominant in your workplace. When trying to attract this group consider their values, such as flexibility to live life outside of work or opportunities to grow and learn. When marketing your organization as a desired place to work, start by practicing what they preach. Consider implementing the following in your company:

- Coaching and mentoring, but not micromanagement
- Flexible work hours and benefits
- Recognition of good work
- A fun environment through celebration of successes and social activities
- An informal approach to communication
- Perks that are of relevance to their lifestyle
- Support of community growth through volunteer or fundraising efforts

The following are some of the characteristics used in describing Generation Y:

- Technologically Savvy - Born with computers, CD's, MP3's etc.
- Well Rounded - Incorporating more of "life" into work life balance
- Optimistic - Positive view of the future, but still practical
- Civic minded - Active in community affairs

Acknowledge and capitalize on these positive characteristics and let them surprise you! Avoid the stereotypes and allow the opportunity for this younger generation to grow within your workplace.



*Incorporating flexibility and fun into the
workplace will help to engage
Gen Y employees*

Upcoming Dates to Remember

July 1

Canada Day Activities,
- Western Development Museum grounds
noon to 4:00 pm

July 6 - 9

Yorkton Exhibition Summer Fair

Sept 21

Chamber Business Dinner with
Premier Brad Wall
- St. Mary's Cultural Centre

Sept 29

Business After Hours

ON TRACK Saskatchewan

Once the provincial election campaign begins, the Saskatchewan Chamber of Commerce will be running a series of ads that will highlight positive stories from the business community. Featured will be those businesses and companies that are investing in themselves, their employees and their communities. The Saskatchewan Chamber is looking for partners in this campaign. It offers 4 levels of monetary support. As the contribution level increases, so too does the amount of recognition a contributor will receive. In-kind donations of communications support are also appreciated. To learn more about the ON TRACK Saskatchewan campaign or how to contribute, contact the Saskatchewan Chamber of Commerce at (306) 352-2671 or Steve Mclellan, CEO smclellan@saskchamber.com



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Becoming a Preferred Supplier for Mosaic

During Saskatchewan Mining Week in June, the Chamber held a Business Lunch with Guest Speaker Les Anderson - Purchasing Manager, Projects for Mosaic. Les' presentation focused on how to become a preferred supplier to Mosaic, outlining the steps a business or company must undertake in order to be considered as a supplier to the mine.

Les indicated that safety is a key differentiator in obtaining contracts and that a business or company interested in supplying Mosaic must have IS NET registration.

For information on Mosaic's expectations for tenders/proposals, visit:

<http://www.saskmining.ca/index.php/news-article/News/Main/all/1/2011-05-29-saskatchewan-mining-week-2011.html>

To learn more about becoming a preferred supplier, contact Les directly at 306.523.2851 or email him LesRW.Anderson@MosaicCo.com



Les Anderson outlined the steps to undertake in order to become a preferred supplier to Mosaic.

Did You Know?

- The recycling bins located around the city are for RESIDENTIAL USE only. If your business hasn't already made arrangements for collection of its recyclables, please contact the Sask Abilities Centre. They will explain costs, process and pickup or delivery methodology.
- If your business is in need of employees, ThirdQuarter may be able to help. The program matches mature potential employees (50 years and older) with employers. For more information, visit the website www.ThirdQuarter.ca
- That the provincial injury rate continues to drop, reaching 3.12% in 2010 - a 37% reduction since 2002. For more information contact the Sask Workers' Compensation Board www.wcsask.com

Sold! On SBLA loans

In 2006, when Ray Motilago of Stenen was setting up his business, Ray's Auction Services, he approached the Yorkton Chamber's Small Business Loan Association (SBLA) for a loan. Ray's application was successful and in May 2011, Ray made his final payment on the loan.

In a recent conversation, Ray indicated that the loan really helped him to get his business off to a good start. "I really appreciated having access to this loan", he said. "It meant that I didn't have to run back and forth to a bank." Ray recommends that other small businesses consider contacting the Chamber's SBLA when requiring a loan to begin or to expand. He said, "They are there to help the people."

The Chamber extends its congratulations to Ray's Auction Services on retiring its SBLA loan and wishes Ray's Auction Services continued success.



The Grow Our Region website (www.growourregion.ca) is a tool for self-directed learning, created to improve the effectiveness of community and economic development and enhance the capacity of our regions.

It is for those who may be directly engaged in development activities at the local or regional level...as well as for funders, educators, students and others who also play a role in shaping the future of their communities.

Resources include best practices, templates and a series of free self study modules. Webinars and additional on-line learning options will be added in due course.