



Description of Customized Facilitation Services for Local Chambers of Commerce

(Revised 1/1/2016)

1. Strategic Planning.

For the chamber wishing to re-examine or reaffirm its role and effectiveness, and that seeks to increase its level of leadership, relevancy and influence.

Depending on the desired outcome, requires **5.5-8 hours**. Participation of the full Board and chamber staff is expected. Additionally, the involvement of select members from the general membership is strongly suggested. Requires a planning group of 18-26 participants.

- (1) **Critical review, affirmation/change/development of Mission Statement;**
- (2) **Pre-retreat "Survey" of your board members to determine what they value most about your Chamber, and what their major concerns & needs are. Recommended that you also conduct a "Membership Survey" before actually retreat;**
- (3) **Development of a multi-year action plan with strategic objectives and initiatives, preferably based on the findings in the Board and Membership Surveys;**
- (4) **Consideration of alternative Governance-Management organizational structures.**

Base Fees: CCEO Members...\$250 + Facilitator expenses (negotiated separately); Non-Members...\$500 + Facilitator expenses (negotiated separately)

2. Pro-Business Advocacy.

For chambers looking to start effective pro-business, non-partisan, advocacy programs by developing the framework of an advocacy policy. Also for chambers looking to increase the relevancy and impact of their current public policy efforts.

This hands-on interactive session consists of a **4-4.5 hour program**. Requires the participation of 18-24 business leaders from the chamber's Board of Directors and member-investors that have a keen interest in "the freedom to enterprise", plus the chamber's CEO/Exec.Dir. & other appropriate staff members. This session:

- (1) **Confirms the purpose & advocacy responsibility of chambers of commerce;**
- (2) **Identifies the nuts & bolts of effective Advocacy Task Force or Project Team;**
- (3) **Examines criteria for selecting "issues of engagement", and strategies for successful outcomes; and**
- (4) **Explores your Chamber's role regarding candidates seeking election to public office.**

Base Fees: CCEO Members...\$250 + Facilitator expenses (negotiated separately); Non-Members...\$500 + Facilitator expenses (negotiated separately)

3. Board Governance Development.

For boards of directors (trustees) that wish to strengthen their effectiveness as policy makers of their chambers of commerce. Consists of a **3.5-4 hour session**. Requires the participation of the full Board and anticipated new Board members. This session:

- (1) **Examines the purpose of chambers of commerce;**
- (2) **Identifies common characteristics of successful chambers;**
- (3) **Offers participatory development in governance, board management & team development skills; and**
- (4) **Develops a strategy to maximize the local chamber's ownership & involvement of its member-investors.**

Base Fees: CCEO Members...\$250 + Facilitator expenses (negotiated separately); Non-Members...\$500 + Facilitator expenses (negotiated separately)

4. CEO/Executive Director Transition Planning.

For the chamber facing the challenge of hiring a new CEO/Executive Director. Ideally should be done before the search process is started.

Consists of a **3.5-4 hour planning session**. Is most effectively done with the participation of the full Board and members of the Search Committee (as opposed to just the Search Committee). This planning session will:

- (1) **Establish a consensus of the key issues of importance that your chamber needs to address over the next 2-5 years;**
- (2) **Identify the essential characteristics and skills your new CEO/Executive Director must possess to ensure that your chamber will achieve those 2-5 year objectives; and**
- (3) **Consider the steps and time frame for an orderly search, selection and hiring process.**

Base Fees: CCEO Members...\$250 + Facilitator expenses (negotiated separately); Non-Members...\$500 + Facilitator expenses (negotiated separately)

***** **Since these facilitation services are customized for each local chamber, a minimum of three weeks advance notice is required for preparation and planning.** To schedule one of these sessions, please review page 2, then complete and submit the Request & Agreement Form on page 3.

Additional Expenses: Lodging (if needed), **Auto Mileage** (from facilitator's location) @ **\$0.565/mi.;** **Facilitator Fee determined by facilitator**

Payment Plan: See page 3.

For further information, CCEO
567-277-6824
(Email) ceo@cceohio.com
230 East Town Street, Columbus, OH 43215

Materials, Facilities & Supplies for
Local Chambers' Facilitation
Sessions (Revised 1/1/16)

1. Pre-Planning Materials

Since every facilitation program is customized to each local chamber of commerce, a packet of the following materials is expected to be provided to the CCEO Facilitator **at least** three (3) weeks prior to the event day:

- 1. Current Mission Statement. (Also, Vision or Purpose statements if available.)
- 2. Copy of Bylaws or Code of Regulations.
- 3. Copy of Organizational Chart and/or list of Committees & Task Forces.
- 4. List of Board members with: Occupation & Employer; Years served on Board; Offices currently held.
- 5. List of Chamber Staff, including: Titles; Years employed at this Chamber; Years in Chamber profession.
- 6. List of other likely attendees with Occupation & Employer; Relationship w. Chamber (committee service, past officer, etc.).
- 7. Copy of the most recent Annual Plan (a.k.a. Program of Works, Program Plan, Action Plan)
- 8. Copy of most recent Annual Report.
- 9. Sample of membership application & marketing brochure.
- 10. Copy of most recent Financial report, including Annual Budget figures.
- 11. Copy of Quality-of-Life (area marketing) booklet.
- 12. One copy each of the three (3) most recent newsletters.

2. Facility Requirements

- 1. The facility location needs to be large enough to accommodate all participants seated at tables arranged in a horse-shoe arrangement.
- 2. There shall also be spaces available for at least five (5) small-group breakouts where planning and discussion can take place without interference between the groups. (These can be held in the main meeting room if it is large enough for the groups to be separated from one other.)
- 3. The main room must be able to be darkened and have a blank light-colored wall (preferred) or large screen for PowerPoint projection purposes.
- 4. Two additional tables will be needed: One located in the open end of the horse-shoe for projection equipment; the other table located near the front for Facilitator's supplies, handouts, etc.use.
- 5. Electric outlet within 10 ft. of the projection equipment table (if at all possible).

3. Supplies

It is expected that the host chamber will provide the following supplies:

- 1. Flip chart (full pad) & tripod.
 - 2. Markers: 6-8 water-based, broad-tipped flip chart markers (NOT permanent ink) in a variety of colors.
 - 3. Masking tape. (Not needed if flip charts are Post-It type.)
 - 4. Note paper & pens or pencils for each participant.
 - 5. Tent cards w. each participant's first name in large lettering.
 - 6. Food: If the planning session includes a working lunch or dinner, it needs to be pre-boxed to conserve time. Check with facilitator in advance re. approx. time the food needs to be delivered/available.
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Facilitation Request & Agreement Form

(Revised 1/1/16)

Today's Date: _____

Chamber: _____ **No. of Members:** _____

Contact Person: _____ **Chamber Title:** _____

Phone: _____ **E-mail:** _____

Is the top staff person (President/CEO/Executive Director/Administrator) or CVO (Chief Volunteer Officer for non-staffed chamber) a current member of CCEO?

- Yes
- No

Check off Facilitation Service(s) Requested (Note: discount on combined packages.) _____

- 1. Strategic Planning
- 2. Pro-Business Advocacy
- 3. Board Governance Development
- 4. CEO/Executive Director Transition Planning

Briefly describe the key concerns and issues you want this session to address:

Suggest three (3) potential dates for this event (not less than three weeks from today's date) & preferred start time:

1. _____, Starting at _____ AM or PM?
2. _____, Starting at _____ AM or PM?
3. _____, Starting at _____ AM or PM?

(Shortly after you submit this form you will be contacted to firm up a date & time, as well as to go over other preparation and payment details.)

"I have reviewed the service descriptions on page 1, and the Materials, Facility Requirements & Supplies check lists on page 2, and understand my responsibilities and role to make this session successful for our chamber."

Signed: _____

Fee & Payment Schedule:

- a) **Base Fee** (see p. 1) \$ _____
- b) **"Business Needs Survey"** (Optional) \$ _____
- Total (a) + (b):** \$ _____

Submit check for 25% of the Total with this form = \$ _____

Balance + "Additional Expenses" (see p. 1) are due on the day of this session.

Note: Chambers must pay "Additional Expenses" (lodging, mileage & Facilitator) on the day of this session.

Return this form to: CCEO
 (Email) coo@cceohio.com
 230 East Town Street, Columbus, OH 43215