



MORDEN & DISTRICT CHAMBER OF COMMERCE

Business Talk

Upcoming Events

- Oct 27 Election Day**
*Know your candidates
Platforms & bios at
www.mordenmb.com*
- Nov 2 Chamber Hours**
*Changing to better serve you.
Tue - Wed - Thurs
9 am - 5 pm*
- Nov 4, 5 YFC Dessert Banquet**
*Fundraising Event
Morden Mennonite Church
363 Gilmour Street
7 to 9pm*
- Nov 6 Christmas Arts & Crafts**
*Morden Community Centre
Hosted by
Pembina Hills Art Gallery & Gifts*
- Nov 18 Executive Committee Meeting**
Location TBA
- Nov 19 Christmas Tree Lighting Ceremony**
Morden Civic Centre
- Nov 26 Women in Transition**
Work Opportunity Day



GET CAUGHT!



A customer service initiative by the
Morden & District Chamber of Commerce

Tell us your story, about your good neighbor or
a good customer service experience...
lets spread the word and inspire others!

Thanks for the Excellent Service!

"Last week I was searching this region for children's birthday party hats. I visited four stores. In one of the stores, a staff person called their store in a neighbouring community to see if they had any. They didn't but I appreciated the effort. Another store didn't have any, but made the suggestion that I should try Sears --Thank-you. My fifth and final stop was **Sears** in Morden. Sears has a variety of party supplies but at that time did *not* have party hats. That's where **Sarah Dyck** made the offer to contact her supplier, who happened to be coming to her store later that day. They had what I needed, delivered it to Sears, Morden, and I now have the hats to make my son's third birthday party complete! Thank-you to each of you who provided me excellent service!"

Mother in Morden

Sarah Dyck from Morden Sears Outlet has been Caught giving excellent customer service!

LAST QUARTER OF 2011 Developing the Strategic Plan

Over the next 2 ½ months we will be contacting you, our members, to update the chamber's records and ensure that addresses, email, phone numbers, contact person, current owners and business name are still accurate.

When we call I would encourage you to talk to us about what you would like to see from your chamber in the coming year. We are currently working on our strategic plan for 2011 and your input will drive the direction of this plan. Two years ago we changed our mission statement to read: *Morden and District Chamber of Commerce shall provide value and business services based on the expressed needs of all business sectors.*

Some of the plans we are discussing are: understanding our business community by developing relationships, developing the business community through workshops, seminars and other events, advocating for business by assigning a task force to work through each of the issues faced by the business community... More are being discussed as we continue to work out the details of the strategic plan.

We look forward to speaking with each of you.

Thank-you your 2010 Chamber of Commerce Executive Team and Administration Team.

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Next Edition November 9, 2010

MORDEN & DISTRICT CHAMBER OF COMMERCE

Community Announcements



LEAN MANUFACTURING WORKSHOP

<Ken Yates of Value Flow Systems showing how Lean Manufacturing fits into flow.

September 20, Ken Yates conducted a workshop called the boat factory at the Morden Friendship Centre. Seven business people from the area took advantage of the information. After speaking to some of the individuals they were thoroughly impressed with the information shared and

challenged by the new thinking. **Watch as the Morden & District Chamber of Commerce brings more workshops to town in an effort to help you achieve greater efficiency.**



We want to congratulate Alvina & Ernie Derksen on their grand opening of Quilter's Den on September 30, 2010. We wish you all the best as you take on this new challenge. Left is a picture at their Grand Opening.

Check them out at:

**565A Stephen St.
Morden, MB
Phone: 204-822-3105**

UNDERSTANDING GOOD GOVERNANCE

Article 2

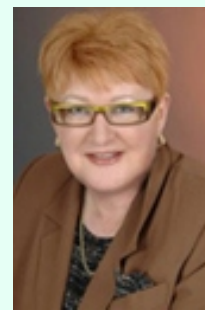
As we head to the poles tomorrow let's take a look at another excerpt from an article posted by the United Nations.

Good governance promotes equity, participation, pluralism, transparency, accountability and the rule of law, in a manner that is effective, efficient and enduring. In translating these principles into practice, we see the holding of free, fair and frequent elections, representative legislatures that make laws and provides oversight, and an independent judiciary to interpret those laws.

The greatest threats to good governance come from corruption, violence and poverty, all of which undermine transparency, security, participation and fundamental freedoms.

Democratic governance advances development, by bringing its energies to bear on such tasks as eradicating poverty, protecting the environment, ensuring gender equality, and providing for sustainable livelihoods. It ensures that civil society plays an active role in setting priorities and making the needs of the most vulnerable people in society known.

In fact, well-governed countries are less likely to be violent and less likely to be poor. When the alienated are allowed to speak and their human rights are protected, they are less likely to turn to violence as a solution. When the poor are given a voice, their governments are more likely to invest in national policies that reduce poverty. In so doing, good governance provides the setting for the equitable distribution of benefits from growth.



**Barbara J. Bowes,
FCHRP, CMC.M. ED.**

Segue Career Options and the **Pembina Valley Region HR Chapter** invites you to a lunch that will include a presentation and book launch by Barbara Bowes of Legacy Bowes Group on **Thursday, October 28th** from **12:00 to 2:00** at the **Heartland Inn in Winkler.**

In addition to launching her book, Barbara will be giving a 45 minute presentation on the topics of Employee Engagement as well as The Older Worker in the Workplace. A Question & Answer period will follow that will allow for specific questions from the audience.

The cost for this event is **\$20.00** which includes both lunch and Barbara's presentation. You will also have an opportunity to purchase Barbara's book and have her sign it.

Please RSVP as soon as possible to Keith Doerksen at keith.segue@mts.net in order to estimate food and space requirements at the Heartland Inn. Please provide payment at the door in the form of cash or a cheque payable to "Segue Career Options".

Barbara's new book entitled "**Taming the Workplace Tigers**" will teach you:

- How to set effective career goals
- What you can do right now to improve your workplace
- How to manage conflict
- How to work with difficult people
- What career ending mistakes to avoid
- How to lower your daily stress level
- How to know when it's time to leave