



**Manitoba Customer
Contact Association**

2010 Annual Conference



New Decade – New Leadership

March 11, 2010

**Join us for our first on-site Conference at 1000 Waverley Street
Home of the Manitoba Customer Contact Association**

Cost: Members Full Day	\$ 129.00	½ Day \$79.00
Non-Members Full Day	\$ 169.00	½ Day \$99.00

Time: 9:00 a.m. to 4:00 p.m.
Registration, Networking & Coffee 8:30 a.m.

9:00 AM-10:00 AM - Keynote Address: Leadership vs Management, *JEFFREY C. ROHNE*

Jeff Rohne is currently President of Rohne & Associates Inc., a management consulting firm. R&A Inc. specializes in leadership mentoring, strategic planning, organizational re-structuring, sales and marketing enhancement, operations excellence, human resource optimization, and corporate governance.

Jeff has had the honour of leading a number of high performance teams over his extensive career and now he helps others to do the same.

10:15AM to 12:15 - Plenary Session: Social Media Connection, *Lloyd Hannesson*.

Lloyd comes highly recommended and re-known for his one day workshops on "Beat to Tweet" new media sessions. This condensed session with Lloyd will address Integration of Facebook, Twitter, and Linked in with business Recruiting and Retention, discuss benefits of incorporating "Social Media Connections" in your centre, and the When, how and why.....

1:00PM to 2:15 - Calibration, Quality and Coaching

Meet and Brainstorm with your peers. Learning solutions to potentially similar issues

2:30PM to 4:00PM - Incentive Programs – Ideas Camp

Balancing the Fun and Service Levels, Retaining your top talent, Adding to your existing "toolkit"

This session will be facilitated by **Roberta Bishop**, B.A., B.Ed., P.B.C.E., has over two decades experience educating adults in classrooms, boardrooms and a variety of workplaces throughout Manitoba. She is a skilled and enthusiastic communicator with several years of practical business experience. As former co-owner of an educational consulting company, and Chief Operations Officer for a technology business, Roberta is committed to delivering fun and informative learning events that provide useful knowledge for both the learner and the company represented.

Sponsorship Opportunities

Keynote Sponsor	\$750.00
Lunch Sponsor	\$750.00
Session Sponsor	\$500.00
Nutrition Break Sponsor	\$250.00

Why Sponsor?

This exciting marketing opportunity will enable your organization to:

- Benefit from exclusive market exposure
- Gain a competitive edge
- Obtain valuable exposure and prominence with current and potential clients
- Be positioned as an industry leader
- Build relationships with fellow industry leaders
- Increase corporate visibility
- Display your company's commitment to the Customer Contact Association Industry
- Build corporate image
- Be seen as a business partner to the association

Keynote Sponsor \$750

This is an exclusive offer - only one spot available

- Prominent sponsorship signage displayed throughout the conference
- 1 Complimentary pass including keynote address for event sponsored
- Opportunity to introduce and welcome keynote speaker
- Verbal recognition from the MCCA Executive Director
- Free Advertising - Logo recognition on all event promotional materials including website and email communications. Insert in the program with your company info, logo, name and address in conference program (500 words or less)
- Link to your website from MCCA For 1 year
- 1 Complimentary email broadcast to entire MCCA Members and friends' distribution list.

Lunch Sponsor \$750

- 1 Complimentary pass including keynote address for event(s) sponsored
- Introduce MCCA Executive at the Podium
- Prominent Sponsorship signage displayed throughout the conference
- Free Advertising - Logo recognition on all event promotional materials including website and email communications. Insert in the program with your company info, logo, name and address in conference program (500 words or less)
- Link to your website from MCCA For 1 year
- 1 Complimentary email broadcast to entire MCCA Members and friends' distribution list

Nutrition Break Sponsor \$250

- Two Opportunities for Nutrition Breakfast Sponsors are available
- Prominent Sponsorship signage display throughout the conference
- Logo recognition on all event promotional materials including website and email communications
- 1 Complimentary email broadcast to entire MCCA Members and friends' distribution list.

Session Sponsor \$500

- Three Opportunities for Prize Sponsors are available
- 1 Complimentary pass including keynote address for event(s) sponsored
- Prominent Sponsorship Signage displayed throughout the conference
- Logo recognition on all event promotional materials including website and email communications.
- 1 Complimentary email broadcast to entire MCCA Members and friends' distribution list.

