



Embracing Transformation

Conference Facilities

Marriott Tacoma Downtown
1538 Commerce St., Tacoma, WA 98402
(253) 294-9200
[Hotel Reservation Web Link](#)

Time: Start at 10AM on 10-26, Conference Adjournment at Noon on 10-28
Conference Information and Registration Link: [Click here](#)

Tuesday – October 25th

Time: 6:30PM

Pre-Conference Special Event: CEO RoundTable Dinner



Make the most of your conference experience by joining us on the evening of Tuesday, October 25th to attend a CEO Roundtable Dinner. The dinners will be facilitated by your WCCE Leadership who will make all the arrangements and plans for the evening. Each group will host a small number of your colleagues to encourage intimate conversations and forge strong professional relationships. The \$150 registration fee will also include your meal, drinks, conversation, and a terrific way to kick off the conference experience. Signup online the same time and place your register for the conference

Wednesday – October 26th

Start Time: 9AM

New Executive Session

- *Andy Mayer, President/CEO Mount Vernon Chamber*

Conference Presenting Sponsor - AWB

- *Kris Johnson, President & CEO*

Where Do We Go from Here? The Post-Covid Membership



Cathi Hight, Hight Performance Group

The pandemic disrupted the operating model for membership-based organizations and challenged how they serve. Many organizations were agile, shifted their priorities, and leveraged their influence for the benefit of a broader audience—the community—and became the lynchpin to overcome common challenges. Now that the focus is on economic recovery and long-term solutions, industry leaders must consider how to navigate driving forces to develop future-focused organizations that are resilient to disruption. Returning to “business as usual” is not the option.

- Moving from being relevant to a group of members to becoming essential for all stakeholders
- Communicating value to a diverse audience with different motivations to engage
- Transitioning from a member-based revenue model to diversified funding sources.

Moving from Good to Great



Anthony Anton, Washington Hospitality Association

The generational gap with today's employees has never been wider. The expectations have never been more diverse from historical norms. And with the scarcity of prospective hires and the many options available to them, today's worker has never been in a stronger position to pursue their dreams. **We as leaders must adapt!**

The Washington Hospitality Association CEO, Anthony Anton will share his oversight of the world we currently face and provide quantifiable methods of leading employees in creating a work environment for their success. You will come away from Anthony's presentation with tangible "how-to(s)" that will move your organization from good to great.

Thursday – October 27th

Start Time: 8AM

Election and Legislative Preview – What Should We Expect In 2023?



Dave Mastin, AWB Vice President of Government Affairs

Chambers of commerce continue to face many issues that have significant impacts on their members. Recently enacted legislation (and current proposals) relating to energy, employment law, and taxation are just a few examples of legislative policy objectives that can severely limit the opportunities for our businesses and manufacturers to grow and expand.

As a chamber, what are your options to get more involved and advocate on behalf of your members? What should you do now (and throughout the year) to prepare your organization? Dave Mastin, vice president of government affairs for the Association of Washington Business, will address these questions and provide an analysis and discussion on the upcoming election in November and some implications for the upcoming 2023 legislative session

Facilitate with Finesse: Facilitation Skills for the Sought-After Emcee



Rebeca P. Murray, Showcase Your Shine

Facilitating meetings and events is a powerful skill that sets you apart. Whether you desire to lead more engaging and productive team meetings or emcee larger corporate or community events, this course sets you up for success in every scenario.

This course is for you when you desire to:

- *Manage more engaging and efficient team and client meetings.*
- *Develop skills to set up participating presenters for success.*
- *Keep meetings running smoothly from beginning to end.*

Use these skills to:

- *Ensure your audience and presenters are prepared and engaged.*
- *Craft and deliver compelling introductions to inform listeners and elevate presenters.*
- *Handle unexpected disruptions and agenda conflicts with tact, humor, and grace.*

Security in the 21st Century - From the Family room to the Boardroom, it's not just Cyber!



Ty Moore, Cyber Defense West

Ty will share insights on today's cyber and overall security landscape (from the curb to the cloud). He will share tips on where we should focus to protect our home & business. Ty will visit habits we need to stop as well as adopt and discuss the top 5 items the security industry identifies that we need to be mindful of.

Pushing the Economic Development Envelope



Betty Capestany, Director of Pierce County Economic Development

A conversation with Betty who has served 3 Chambers of Commerce before taking on the role as director with Pierce County Economic Development. Betty will share her thoughts and knowledge that has been shaped through her experiences as one of Washington's most successful and recognized Chamber CEO's.

Workshop Session

Focus on the Cause, Not the Club

- **Cathi Hight, Hight Performance Group**
 - ✓ How can we create a revenue model that is not dependent on membership dues?
 - ✓ What is the next big idea after the "tiered dues model"?
 - ✓ Why is being essential more important than being relevant?

Member-based organizations seek "golden hand-cuffs" or benefits to influence prospects to join and renew. Tiered dues models for membership creates exclusivity, but do not feel inclusive. In communities dominated by Millennials and Gen-Zers, we know that causes attract more people than clubs because a sense of belonging and being part of transformational change is a powerful combination. It is time to focus on our missions instead of membership and move from being relevant to a small group of members to becoming essential to our communities.

In this session, you will explore:

- Trends that decrease the growth of membership.
- The disconnect between strategic planning and membership models.
- How to develop an investor model that fosters positive change, provides money for your mission, and increases engagement

Workshop Session

What'd She Say? Speak with Crystal Clarity (*Be heard, be understood, and keep your audience's attention*)

- **Rebecca P. Murray**

An effective speaker is one who is clear. Crystal clear. Achieving clarity is one of the toughest challenges speakers face. Without clarity, we separate ourselves from our audience and waste everyone's time... including our own. This workshop promises to be interactive, entertaining, and – of course – crystal clear!

Learn to:

- Use the C.L.E.A.R.[™] method to invite connection.
- Captivate your audience before you say a word.
- Transform nervousness into energy your audience appreciates.
- Master your voice quality and projection tools to ensure you are heard.
- Zero in on clarity-degrading factors that have nothing to do with your oral presentation.

C.L.E.A.R.[™]: Center, Listen, Engage, Allow, Repeatable

Workshop Session

Seasoned Executive Roundtable

- **Cathi Hight, Hight Performance Group**

For Chamber CEO's that have been in the business for over 5 years with the opportunity to hear and share what issues and challenges they are facing in their professional development.

Workshop Session

Security Workshop - Top Tips to Secure your home and its network

- **Ty Moore, Cyber Defense West**

In this session Ty will cover on-sight physical security, the internet, and areas to focus your cybersecurity. He will cover such concepts as Defense in Depth, the modern internet network, and tuning your mindset in regard to protecting residential, business & cyber assets.

Non-Profit Turnaround: Leading Your Organization from Struggle to Success

Jan Glick, President of Jan Glick & Associates



Chairman's Reception & Dinner

Presentation of Awards, Installation of the WCCE Leadership and Auction Fundraiser

End Time: 9:00PM

Friday – October 28th

Start time: 8AM

Just Eat Lunch: Building the Mental Stamina to do Hard Things



• **Brittney Quick-Warner, President/CEO Eugene Oregon Chamber**

Burnout. From a subject line buzzword to a global health crisis in a matter of months. At some point in the past few years, nearly every single one of us has likely experienced the pure mental exhaustion defined as burnout- and if we are being totally honest, some of us are probably questioning whether this is a dreaded part of our “new normal”. Well, whether it is here to stay or not we need tools as chamber leaders to overcome the overwhelm. In this session Brittany will share her experience overcoming stress and burnout and provide tools to build our resilience and stamina in order to tackle the challenging issues facing our community.

Purposeful Abandonment – Why You Need to Shrink to Grow



• **Cathi Hight, High Performance Group**

- ✓ Why doing too much and trying to please everyone is unsustainable for real growth.
- ✓ How purposeful abandonment is the key to innovation for your organization.
- ✓ Strategies to practice purposeful abandonment to eliminate programs, focus on key priorities, and grow your organization

Conference Adjournment

End time: Noon

Conference Sponsors:

Presenting Sponsors

