

Accommodations are arranged at the Westin Hotel Resort and Spa at a rate of \$179 plus applicable taxes. 4090 Whistler Way Whistler, BC V0N 1B4, Canada [Use this link to book](#) or call the hotel directly at: Phone: (604) 905-5000 Registration is online at www.ckca.ca

2016 National Forum – Program			
Thursday, April 28, 2016			
Start	End	Activity	Location
7am	11.30am	Board of Directors meeting (invitation only)	Westin Hotel
10am	5pm	Registration Desk Open	Westin Hotel
12pm	1pm	Opening remarks and Welcome Luncheon	Jim Lawrence
1.15pm	5.15pm	Seminar: Understanding Your people and Leadership Roles	Randy Hnatko - Sandler Sales Training
3pm	3.15pm	Refreshment break	Foyer
5.30pm	6.30pm	Opening Keynote Address: Digital Marketing Actually Freaking Works; Build a Web-Presence, not a Website; and, The State of Digital Marketing	Darrell Keezer – CEO, Candybox Marketing
6.30pm	7.00pm	Free time – freshen up before dinner	
7.00pm	10pm	Opening Reception and Dinner	Bearfoot Bistro

Here is an overview of our Keynote with Darrell Keezer:

Canada is one of the most digitally connected countries in the world. We judge companies by their websites, online reviews and their presence, or lack thereof on various Social Media channels. Consumers demand that they can access everything about the company on any device, online. This means that business owners need to be present on Social networks to provide real time customer service, sales and facilitate conversations. But have our businesses changed to adapt to the new landscape?

Darrell will help you understand the different components of Digital Marketing and how they work together to generate leads and build online relationships. We will share real examples of how successful website design, content marketing and Search Engine Marketing (SEM) tactics have generated a high online demand. It's not only about having a presence, but it is about making it work for your company and customers as well.

Here is an overview of our Management Seminar with Randy Hnatko:

Understanding Your People

The manager will understand the elements of and processes for effective communication, Identifying ways to increase communication effectiveness. The manager will also become aware of the importance of understanding his people, and will be able to apply three psychological concepts to his work



with team members to promote their productivity and professional development. I/R, TA & DISC will be explored and applied in detail.

Leadership Roles

The manager will become aware of the various management roles through which authority is implemented and will learn how to effectively identify the various roles he currently performs, the activities associated with the roles, and the amount of time devoted to each. Performance evaluations and proper protocol for termination of employees will also be discussed.

Sessions will be conducted to examine each of the following roles an effective manager should play:

- **Supervisor:** The manager will learn to use a systematic process for conducting performance reviews. The feedback from these reviews will then be used to develop action plans for performance enhancement.
- **Coach:** The manager will understand the mindset and purpose of coaching and the processes needed to provide effective coaching. At the end of the session the manager should be able to demonstrate the application of specific coaching skills.
- **Trainer:** The manager will understand his role in the corporate training process, being able to effectively provide information about training concepts, the role of training in an organization, and how the manager is integral to the process.
- **Mentor:** The manager will be aware of a variety of approaches to mentoring and the benefits of each, allow them to demonstrate the skills and traits of an effective mentor.

Staging Effective Meetings

The manager will learn how to design, develop, and conduct effective meetings, including how to prepare and make the most out of the meeting. Managers will learn the steps of the meeting process and create a meaningful meeting agenda.

Here are our activities at the world renowned Bearfoot Bistro!

Sabering:

Come swing a saber and experience the thrill as blade hits bottle and the bubbles flow.

Join us in the Bearfoot Bistro's underground wine cellar and learn about a tradition that dates back to the Napoleonic era, when cleanly sabering the top off a bottle of Champagne meant good luck in the battle to come.

Surrounded by over 20,000 bottles of the world's best vintages, pick your favourite bubbly and create your own luck, saber in hand. Then raise a toast with your dining companions and enjoy the fruits of your adventure. We package your cork in a custom presentation box for you to take home and impress your friends with your swashbuckling skill.

Ketel One Ice Room:

Come into the cold and experience an exhilarating flight of sub-zero vodka. We provide the parka. Just bring your sense of adventure.

At -32C (-25F) the Ketel One Ice Room is the world's coldest vodka tasting room – and the only permanent sub-zero vodka room in Canada. With more than 50 vodkas from across the globe, and examples distilled from everything from rye, wheat and soya to hemp seeds, this unique Bearfoot Bistro experience is not to be missed.

Wrapped in our Canada Goose, Arctic-ready parkas, you'll feel comfortable and cozy as our vodka expert explains how the intricacies of distillation and filtration affect the flavour profile of the finished product.



Taste four vodkas of your choice, and discover how the extreme environment enhances the flavour while minimizing the alcohol burn.

Friday, April 29, 2016			
<i>Start</i>	<i>End</i>	<i>Activity</i>	<i>Location/Speaker</i>
7am	7.30am	Registration Desk open	Westin Hotel Foyer
6.45am	7.30am	Breakfast with welcome remarks	Jim Lawrence
7.30am	Ongoing	Depart for plant tours	Outside hotel
9.30am	11.30am	Tour of Pentco Industries	Vancouver
11.30am	12.00pm	Transfer to Nickels Custom Cabinets and box lunch on bus	Vancouver
12.00pm	2.00pm	Tour # 2 Nickels Cabinets	Vancouver
2.00pm	3.00pm	Transfer from Vancouver to Squamish	
3.15pm	5.15pm	Tour of Britannia Mine Museum**	Squamish
5.15PM	6.15pm	Transfer back to Whistler	
6.15pm	Onwards	On your own for dinner	

A multi-million dollar make-over transformed this historic mine into a multi-award winning museum and National Historic Site. Just like miners, visitors don hardhats then climb aboard an underground train and experience a day in the life of a hard rock miner. Many surprises await, as you explore what was once the largest copper mine in the British Empire. Site includes "Groundbreaking" film, touchscreen exhibits, displays of rare minerals, entrance into the massive mill, gift shop and a unique opportunity to pan for gold.

About the Britannia Mine Museum

The Britannia Mine Museum presents BC's mining history, and the mine's successful environmental remediation from acid rock drainage pollutants, to tens of thousands of visitors and school students each year, via fun, educational and relevant tours, programs and exhibits. We appreciate our links to mining and related industries, and endeavor to help promote values of community, sustainability, environmental and social performance. The Britannia Mine Museum is a self-supporting, non-profit organization. Admission revenues along with donations and gift shop purchases provide the revenue required to operate, and ensure we are able to fulfill our mission through engaging tours, exhibits and education programs.



****CLOTHING FOOTWEAR RECOMMENDATIONS**

Sturdy footwear – the industrial site includes gravel and the tunnel floor can be damp.

Jacket or sweater – the tunnel is 12-degrees year-round.

Wet weather – an umbrella or rain jacket.

Saturday, April 30, 2016			
Start	End	Activity	Location
7.30am	8.30am	Breakfast and Certification update.	Westin Hotel
8.30am	9am	Annual General Meeting	Westin Hotel
9.00am	11.00am	Morning session: “What’s your finish – case study: Transition from solvent based to water based finishes” We will discuss vendor changes, how we did it, lessons learned. Facilitated by UBC	Jason Chiu, UBC Advanced Wood Processing Institute/ Denis Staples/Paul Martin, Deslaurier Custom Cabinets
11.00am	11.15am	Refreshment break	Westin
11.15am	1.00pm	“What’s New”: Supplier Presentations	Westin
1.00pm	2.00pm	Lunch	Westin
2.00pm	2.30pm	Co-Op Student placements: Value of working with a Co-op student, where to find them, what can they do for manufacturers	Sanya Sivic, UBC Advanced Wood Processing Institute
2.30pm	3.00pm	Mentorship for Women in Woodworking: Building Opportunities The WMC, in partnership with industry stakeholders, is undertaking a project to increase opportunities for the advancement of women in the woodworking sector through the development of a mentorship program. The presentation will discuss what our Committee, which includes several kitchen manufacturers, has learned about the issues and what they have planned to support women in our sector – and the benefits that can result.	Richard Lipman, Wood Manufacturing Council
3.00pm	5.30pm	Manufacturers Roundtable – Hear from your fellow manufacturers across the country and discuss common themes that impact your business.	Facilitated by Stephan Kleiser, Woodworking Canada
3.00pm	6.00pm	Suppliers set up for Reception Showcase	Emerald Ballroom
6.30pm	8.00pm	Supplier showcase and Cocktail Reception	Emerald Ballroom
8.00pm	Late!	President’s Dinner – 60s theme!	Emerald Ballroom

Ready to get your groove on? Amp up the flower power, throw up a peace sign and follow our guide for everything you need to enjoy CKCA’s 1960s-themed President’s Dinner for you and all of your free-loving, hippie friends!

Sunday, May 1, 2016			
Start	End	Activity	Location
7.30am	9.00am	Breakfast and Closing Session: Finish Clinic: We will discuss some common challenges in this area (see below for description)	Westin Hotel, Antonio Millares
9.00am	9.15am	Closing Remarks	Jim Lawrence

Finish Clinic: Some of the biggest challenges in paint shops are likely people- training them, retaining them, but also expanding their knowledge, as we train we are potentially passing down bad habits. With knowledge comes the ability to troubleshoot and not having to rely on suppliers for answers when problems come up. We also need to keep staff up to date with new technology/equipment and procedures. What's the best way to do this?

Some issues common in your paint shop may be: colour/sheen consistency, spraying the same sheen product but getting two levels of shine.

Dust issues - doesn't everyone!

Runs in paint- are there other causes than just spraying too much? Craters in paint, excessive overspray.

We'll also explore:

Equipment problems/maintenance of equipment; uncertainty of how to use/mix/reduce paints; our environment (heat/cold) and its effects.

Organization in the space you have, communication-in particular with more than one shift.

****Note transportation to and from plant tours is provided.***

****Program subject to change without notice***

Last updated: April 14, 2016