

NewsNotes

AUGUST 2008



THE IACCA
MONTHLY NEWSLETTER

We Need You!

Dear Member:

IACCA is looking for committed and passionate people to serve in leadership roles for our association. I am sending out this request for nominations on behalf of the Nominating Committee and am asking you to take some time to recommend yourself or other members for the three positions we have open this fall.

For newer members this is a chance to learn more about our association and network with the dedicated conference center professionals that make up the Board. Your fresh perspective and energy will be helpful to keep this organization vital. For seasoned veterans this is an opportunity to share your wisdom and experience to help direct the association and give back to the organization.

The positions we will be electing this fall are:

Member-at-Large This two-year position carries duties as assigned by the President and the Board. Members-at-Large provide their insight on board matters, as well as work on committees or projects, as needed and as their gifts and talents would contribute. Members-at-Large may serve an additional two-year term, if re-elected.

Secretary/Treasurer The Secretary/Treasurer is responsible for maintaining board records, including the compilation and distribution of board meeting minutes. S/he is also responsible for oversight of the financial matters of the association, which are primarily administered by the Executive Director. The Secretary/Treasurer serves a three-year term and may be re-elected for one additional term.

President-Elect The President-Elect agrees to a four-year board commitment, as follows:

- One year as President-Elect, serving under the leadership of current President, Carol James, in a learning/helping capacity
- Two years as IACCA President
- One year on the board as Past President after one's successor takes office as the President

The President may be re-elected to one two-year term.

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Calendar

- Annual Conference "Regular
Bird" Registration Deadline
September 15
- Human Resources KCW
October 25-26
- Business Administration
KCW
October 26-27
- 2008 Annual Conference
October 27-31
- Finance KCW
March 9-10, 2009
- Marketing KCW
March 10-11, 2009
- Capstone / Re-Certification
Seminar
March 12-16, 2009

We Need You! (continued)

Board members agree to attend two meetings a year in the Spring and Fall, respectively. Travel expenses to the Spring meeting are covered by IACCA. The Board members assumes the costs of travel to the Fall meeting, as it coincides with the Annual Conference and it is assumed that the member will be attending the Conference. Monthly conference calls are held in between meetings.

The Nominations Committee has a goal to provide the membership with a slate of two or more candidates for each position. Please take the time to consider running for one of these offices yourself or to think of colleagues whom you would recommend as a candidate. **Any names should be provided to me at (410) 556-6900, x101 or**

jack@pecometh.org by August 15. We will contact each person, as appropriate to determine if they agree to submit their name as a potential candidate. Those who agree will be given a questionnaire, the answers to which will help the Nominations Committee select a slate of candidates.

Please feel free to contact me or any member of the Nominating Committee with any questions you might have. Thanks in advance for helping IACCA continue to develop great leadership.

Sincerely,

Jack Shitama – *Nominations Committee Chairperson*

Lu Harding, Joel Jarvis, Veneta Lorraine and Roy Quist – *Nominations Committee Members*

Upcoming KCW addresses Human Resource Management

At conference centers, effective personnel management means having a system in place that maximizes the contributions and productivity of employees – both staff and volunteers. It also means personnel supervisors possess the skills and knowledge to motivate others to be satisfied and productive in their jobs.

But with each passing day, the number of legal issues that conference center human resource administrators need to be aware of increases. When you consider the increasingly litigious nature of our society – and the many nuances of employment law – it is imperative that human resource professionals at conference centers be prepared.

On October 25 and 26, IACCA will sponsor an 8-hour Key Content Workshop on the topic of Human Resources. Attendees will learn about the core skills it takes to understand the relationship of staff to the center's mission...understand the concept of hospitality... safely interview job candidates...train and motivate employees...and assess and evaluate staff.

Attendees will gain a thorough understanding of EEOC and ADA regulations. They'll learn how to comply with the Family and Medical Leave Act.

Plus, they will take part in practical exercises that give them a chance to practice and refine dozens of new HR techniques. With all that is at stake, this is an investment that is well worth your center's time and money.

Who Should Attend? Human resources professionals who want to gain an in-depth knowledge of conference center management as it relates to its most valuable resource – staff and volunteers. Attendees do not have to be enrolled in the certification process to attend the KCW.

Date, Time and Cost: Saturday, October 25 at 2:00 p.m. to Sunday, October 26 at Noon

Green Lake Conference Center, Green Lake, WI

Workshop Fee \$205 Early Bird
\$240 after 9/15/2008

Meals & Lodging \$135 Single per night
\$110 Double pp per night

Continuing Education Credits: Continuing education credits are available from Aurora University. For more information, please contact Dr. Charles Wallace, Dean, at DrCW@aol.com. Registration forms are available on the IACCA website at www.iacca.org.

What Do Boomers Want?

IACCA's recent **Take Ten, What Do Boomers Want?**, was written by Linda McGinn from Bon Secours Spiritual Center in Maryland. It points out that conference center guests are looking for different things, depending on their age.

As a whole, the term *Baby Boomers* defines people born between 1946 and 1963. They make up the largest population of today's workers — 76 million strong, accounting for 52 percent of the work force and most mid- and upper-management positions.

This group came of age at a time of economic prosperity in the United States. It is a generation that likes to win, to be in charge, and to make an impact. Having grown up in post-war prosperity, boomers were the focus of

society — and, as a result, they can be self-indulgent.

According to the Center for Workforce Effectiveness in Northbrook, Illinois, *Baby Boomers* are the first generation that has not had to live with the idea that one job is for life. "The notion that what you're trained to do, you do for the rest of your life is fading," says Marc J. Wallace, a founding partner.

Boomers move easily from one career to the next— and from one company to another — which makes retaining them as employees more of a challenge for today's employers.

Boomers also like to be pampered, as Linda McGinn's article rightly pointed out. They want private baths at conference centers, and are more likely to

refuse accommodations that include bunk beds. Wallace also said that many boomers are well traveled and have seen and done far more than their parents. They live for new experiences and adventures. And they want time for specialized activities, which might include sports instruction in golf or tennis, or working on a favorite hobby like, scrap booking.

So the next time you're booking a group at your center, stop and think about what amenities you might offer based on their age group. The answer may just surprise you, and make for a better over-all experience for everyone.

To read Linda's informative **Take Ten**, log on to the IACCA website at www.iacca.org.

It's Auction Time

The 2008 conference is fast approaching and that means it's time to prepare for the annual auction.

For those new to IACCA, the association holds a silent auction each year at the annual conference to raise funds for the Kay Olson Scholarship Fund. This fund helps members with the costs associated with professional development through our Certified Conference Center Professional certification, as well as attendance at the Annual Conference.

Each year, conference attendees are asked to bring a fun or unique item from their center to be auctioned off. It doesn't have to be expensive— just something that you think people would be interested in bidding on. Items of local flavor are always welcome, as well as merchandise with your center's logo.

Once again, Tom and Tink Rabey-Hall will oversee the auction, and we thank them for their continued support.

Scholarships Available for Fall Conference

With the economy in a tailspin, many members are reporting a slash in their professional development and travel budgets. We heard from several members that they may need financial assistance to attend the fall conference and we're happy to note that scholarships are still available for the fall conference.

The Kay Olson Scholarship Fund was created for just this type of situation. Members may apply for a scholarship of ½ of the program fee to attend the fall conference. To date, we've only had one member apply for a scholarship so funds are still available.

Members may only apply for a fall conference scholarship every other year, allowing more members to take advantage of this valuable resource. Forms for the conference scholarship are available on the IACCA website at www.iacca.org and searching under the "certification" category list on the toolbar.

If you have any questions about scholarships, please call the IACCA office at (772) 562-4017.



President's Message

Our priority is developing a stronger, more vibrant IACCA, focused on the future, dedicated to our membership's professional growth. In past News

Notes I have discussed strategies that will help us achieve this goal: staying mission-driven, being accountable, and developing strong leadership. The next step is to grow our membership base.

A growing membership of not-for-profit conference and retreat centers will be an important component of organizational strength. IACCA already provides significant personal and professional benefits such as world class educational opportunities, certification as a conference center professional, and opportunities for networking with colleagues, both in person and online. Additionally, we are developing several new member benefits which will be operational by Annual conference: a searchable database of member centers supported by ad

clicks online advertising, a new survey of industry practices available online, and a green certification.

The new membership classification of Member Center has already enabled us to increase our membership. Fifty-three centers have chosen to join as member centers, netting 31 new members. This new member category retains our focus on individual members while recognizing the importance of the centers we represent.

Our challenge is this: encourage one new center to join IACCA. Each of us knows at least one person at a center who is not as member, either personally or by reputation. Give that person a call, invite them to join. I will be calling three potential members this week. Please call a couple of potential members yourself. The benefit to you, and to the organization, will be immeasurable!

Blessings,

Carol

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