

## 2018 ANNUAL GENERAL MEETING

### AGENDA

June 13, 2018 4:00 – 6:00 PM

ALT HOTEL - Winnipeg

310 Donald Street | Violet-Fuchsia Meeting Room

Winnipeg, Manitoba

3:45 pm Registration of Members

4:00 pm Welcome message from Chair

#### Agenda

- *Additions to Agenda*
- *Approval of Agenda*

#### Minutes of June 15, 2017 MCCA AGM

- *Corrections/Approval*
- *Business Arising*

Annual Report Presentation

Financial Report Presentation

Announcement of 2018/2019 MCCA Board of Directors

Graduation of Certificate in Applied Management: Customer Service Specialization participants

**Keynote address: Shawn Flaman – *Leading through Change***

Questions and/or suggestions for consideration

Closing Remarks

Reception



MCCA appreciates the invaluable support from the Province of Manitoba

**Shawn Flaman:**



Shawn Flaman is a seasoned workplace trainer who has developed and led countless training sessions both in-house and as an external consultant. Her comfortable and relaxed manner engages all learners enabling key training messages to be delivered and understood with ease.

Her training repertoire includes courses in customer service, communication, leadership, and trainer the trainer, which she customizes for both the audience and the workplace. She has worked in the call centre industry, financial services, manufacturing, IT, and aerospace.

Shawn is a strong proponent of making training relevant and she accomplishes this by creating examples, activities and take-aways/job aids that are connected to the goals of the training as well as those of the workplace.

Shawn has been a valuable volunteer with MCCA for over 12 years and acted most recently as a judge for the Manitoba Excellence in Contact Centre Achievement Awards.

We are thrilled to have Shawn as a guest speaker at our Annual General Meeting.