Association for Change Management Professionals
Manitoba Chapter

2016 Annual Report

Metamorphosis: Growing Our Wings
# Table of Contents

About the Association for Change Management Professionals (ACMP) Manitoba Chapter ........................................................................................................... 3
  Who We Serve? .................................................................................................................. 3
  Full ACMP member (voting rights): .................................................................................. 3
  ACMP Manitoba Chapter – Friends ................................................................................. 3
2016-2017 Board of Directors .......................................................................................... 4
Message from the President, Leanne Douglas .................................................................. 5
Governance & Strategy Report ............................................................................................ 6
  Governance & Strategy Highlights ................................................................................... 6
Communications & Marketing Report ................................................................................. 7
  Communications & Marketing Committee Highlights .................................................. 7
  Looking ahead to 2017-18 .............................................................................................. 7
Sponsorships Report ............................................................................................................ 8
  Sponsorship Committee Highlights ............................................................................... 8
  Looking ahead to 2017-18 ............................................................................................ 8
Events Report ...................................................................................................................... 9
Membership Report ............................................................................................................ 10
  Membership Committee Highlights ............................................................................ 10
  Looking ahead to 2017-18 .......................................................................................... 10
Volunteer Outreach Report ............................................................................................... 11
  Volunteer Committee Highlights ............................................................................... 11
  Looking ahead to 2017-18 .......................................................................................... 11
Treasurer/Financial Report ............................................................................................... 12
  Financial Highlights ...................................................................................................... 12
  Looking ahead to 2017-18 .......................................................................................... 12
About the Association for Change Management Professionals (ACMP)
Manitoba Chapter

The Association for Change Management Professionals (ACMP) Manitoba Chapter is dedicated to advancing the discipline and profession of change management practices that support the success of individual and organizational change for the realization of intended business results.

The focus of the Manitoba Chapter is as follows:

- Create opportunities for Change Management professionals to network and share ideas
- Promote the profession and change management concepts to organizations in Manitoba
- Provide opportunities for education and training

*As a Manitoba Chapter, we support ACMP’s vision of creating a vibrant, global network of locally-connected change management professionals.*

Who We Serve?

There are two levels of membership:

**Full ACMP member (voting rights):**
- Individuals in good standing with ACMP Global who are in compliance with the Association’s rules and regulations and have paid membership dues to ACMP Global.
- Full ACMP members are entitled to voting rights and may serve on the Board of Directors and Committees of ACMP Manitoba.

**ACMP Manitoba Chapter – Friends**
- Individuals who attend ACMP events but are not members of ACMP.
- Friends of the Chapter are not entitled to voting rights and cannot serve on the Board but may serve on a Committee of ACMP Manitoba.
2016-2017 Board of Directors

Leanne Douglas – President
Donna Castellano – Vice-President
Kris Hiebert – Treasurer
Tanya Nietrzeba – Director, Events
Tauna Craik – Director, Communication and Marketing
Cindy Epp – Director, Governance & Strategy
Carol Lesage – Director, Membership
Laura Thompson – Director, Volunteer Outreach
Candace Mutimer – Director, Sponsorships
Diana Huggins – Director-at-large

Committee Volunteers:

• Craig McAdam – Communications
• Lisa Mackenzie – Communications
• Anne Mahdi – Events
• Laura Douglas – Membership
• Rachelle Needham – Membership
Message from the President, Leanne Douglas

2016 marked ACMP Manitoba’s second year as an affiliated Association of Change Management Professionals Chapter. Our focus in the 2016 year was to lay a solid foundation on which ACMP Manitoba Chapter can sustain itself well into the future. Our accomplishments included:

- Achieving financial stability through a strong sponsorship program, membership growth, and fiscal responsibility
- Growing our membership by 20% and increasing
- Initiating partnerships with other professional associations and educational institutions to promote our chapter and the change management profession
- Hosting well-attended events based on the expressed needs of our network of members and friends
- Establishing the tools needed to maintain regular communication with our chapter network
- Diligently conducting strategic planning and Board evaluations to ensure we are operating effectively and fulfilling the chapter’s vision and mission

The chapter’s events, membership and communications work cannot happen without the support and effort of our volunteers. Thank you to everyone who served on a committee in 2016!

Your ACMP Manitoba Chapter Board of Directors gathers every month to discuss our chapter’s progress, and works diligently throughout the year to deliver on our goals and the promised benefits for our network of members and friends. After six years of leadership of the ACMP Manitoba Chapter, I have reflected on the dedication of our chapter’s past and present leadership team and Board members. I am very proud to have served alongside each and every one of those passionate and committed change leaders!

I am excited to see what ACMP Manitoba Chapter’s future holds. Already, Manitobans are reaching out to our chapter as experts and leaders in the field of change management, and I believe that this will increase rapidly in the coming years. I believe that ACMP Manitoba will become a hub for connecting our members with organizations that are seeking change management expertise and assistance. I also believe that ACMP Manitoba will serve as a key source of change management education and information for people from a variety of professions who are interested in helping people to adopt and adapt to workplace change. ACMP Manitoba’s future looks bright and I know that I am leaving its leadership in skilled hands!

ACMP Manitoba Chapter History:
Our chapter journey began several years ago, in 2011 when the Association of Change Management Professionals (ACMP) was launched. At that time, a small group of Manitobans, who felt that Manitoba could support a professional association chapter for change management, met for more than a year to prepare for chapter formation. In 2013, a leadership group came together to create the ACMP Manitoba Chapter. We were the fifth ACMP chapter in Canada and 13th ACMP chapter to be formed worldwide.
Governance & Strategy Report

Committee Members:
  Cindy Epp

The Governance & Strategy Committee responsibilities include:

- Identify, develop and maintain bylaws and governance policies and procedures
- Facilitate the annual Chapter planning event
- Assist in the co-ordination of the AGM
- Facilitate the Board evaluation

Governance & Strategy Highlights

At our annual planning meeting, we determined that following the completion of a rigorous foundation year to establish the chapter with sponsorships, by-laws, policies, events, a website and communication activities, our main goal for 2017 should be as follows:

Build our value for friends, members and sponsors through:

<table>
<thead>
<tr>
<th>Events</th>
<th>Hold events, in person and via webinars, on a <strong>consistent</strong> schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>Define and promote our value proposition around education, promotion of the profession, and networking</td>
</tr>
<tr>
<td>Partnerships*</td>
<td>Use partnerships to expand our reach and increase opportunities for friends and members</td>
</tr>
<tr>
<td>Communications</td>
<td>Continue to use newsletters, LinkedIn and the website to connect with members</td>
</tr>
<tr>
<td>Member Relations</td>
<td>Better understand the needs of our members and friends</td>
</tr>
<tr>
<td>Volunteer Outreach</td>
<td>Take care of our volunteers and promote opportunities to increase member and friend involvement in our Chapter</td>
</tr>
</tbody>
</table>

*Associations we identified as a priority to partner with are: IIBA, PMI, HRMAM, ProjectWorld

We continue to work toward these goals and would benefit from additional volunteers to help us achieve them – particularly in the area of Marketing.

In addition, the Governance & Strategy Committee also administered the Board self-evaluation and coordinated details of the Chapter election and annual general meeting.
Communications & Marketing Report

Committee Members:
  Tauna Craik
  Craig McAdam
  Lisa MacKenzie

The Communications and Marketing Committee is responsible for the production and maintenance of the Chapter’s newsletter, website, social media presence and other communication mechanisms with the goal of promoting the Association, profession and partnerships with other associations.

Communications & Marketing Committee Highlights
The following are the items that have been accomplished over the past year:

- Successful launch of the new ACMP MB Chapter website.
- Creation and distribution of four (4) quarterly newsletters to our ACMP Members and Friends.
- Creation and distribution of a number of email campaigns in support of the other Chapter functions.

Looking ahead to 2017-18
The following are the goals over the next year:

- Stronger focus on Marketing to continue to build awareness of the Chapter and the profession, as well as building our member base.
- Increase social media presence through more efficient use of LinkedIn and Twitter.
- Continue to connect with Membership through quarterly newsletters.
Sponsorships Report

Committee Members:  
Candace Mutimer

Sponsorship Committee Highlights

Through the 2016 sponsorship support and funding, ACMP Manitoba continued the establishment of the Manitoba ACMP Chapter. Funds provided by sponsorship support the growth of the Chapter and events throughout the year.

<table>
<thead>
<tr>
<th>2016 Builder Sponsors</th>
<th>2016 Chapter Sponsors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Business Systems</td>
<td>Workers Compensation Board of Manitoba</td>
</tr>
<tr>
<td>Sierra Systems</td>
<td>Manitoba Hydro</td>
</tr>
<tr>
<td>MNP LLP</td>
<td>Manitoba Public Insurance</td>
</tr>
<tr>
<td>The Great-West Life Assurance Company</td>
<td>Smart Plan IT</td>
</tr>
<tr>
<td>Wawanesa Mutual Insurance Company</td>
<td>Pyxis Consulting</td>
</tr>
<tr>
<td>Capstone Ridge Group</td>
<td></td>
</tr>
</tbody>
</table>

Looking ahead to 2017-18

The committee's focus for the 2017/18 Sponsor Program is continued growth. The funding and support will continue to benefit both the Chapter as it evolves as well the members and change practitioners who will leverage the quality services, programs and opportunities available.

<table>
<thead>
<tr>
<th>2017 Builder Sponsors</th>
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<tbody>
<tr>
<td>Online Business Systems</td>
<td>Workers Compensation Board of Manitoba</td>
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</tr>
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<td>MNP LLP</td>
<td>Smart Plan IT</td>
</tr>
<tr>
<td>Wawanesa Mutual Insurance Company</td>
<td>Pyxis Consulting</td>
</tr>
<tr>
<td>Capstone Ridge Group</td>
<td></td>
</tr>
<tr>
<td>Norima Consulting Inc</td>
<td></td>
</tr>
</tbody>
</table>
Events Report

Committee Members:
Tanya Nietrzeba
Anne Mahdi

The Events Committee plans, schedules and organizes Chapter events for Chapter Members and Friends that balance education and networking opportunities.

Events Committee Highlights

- Held three events:
  - ACMP Meet and Greet, September 2016
  - “Fostering a Culture of Engagement in a Sea of Change, Interactive Case Study”, October 2016
  - Playing for the #WIN: The Power to Deliver Powerful Change - Interactive Workshop, April 2017

- Represented the MB Chapter and helped coordinate the first Canadian ACMP Conference held in Toronto, ON, October 2016.

- Represented the MB Chapter at the ProjectWorld Trade show in Winnipeg, MB, November 2016.

Looking ahead to 2017-18

- Plan and deliver at least 2 more events over the next year.
- Use partnerships with other professional associations and education providers to expand our reach and increase opportunities for friends and members.
- Represent the MB Chapter on the coordinating committee for the Canadian ACMP Conference being held in Vancouver BC, September 13 and 14.
Membership Report

Committee Members:
Carol Lesage
Laura Douglas
Rachelle Needham

The Membership Committee is responsible for activities to increase the Chapter's Friends and Member numbers by promoting ACMP membership benefits.

Membership Committee Highlights

We are very proud to announce we have achieved our goal of increasing our local memberships by 20% from last year. Our membership numbers continue to see a steady upward trend from month to month.

Some key highlights this year include:

- Solicit input from new members, current members and exiting members on their expectations and what they are hoping to achieve from our local chapter
- Promote ACMP global webinars and offer opportunities for members to attend sessions with networking opportunities
- Increase our growth in memberships by 20% over a two year period
- Enhance our promotional material on membership benefits at each event

Looking ahead to 2017-18

- Create a membership campaign to “convert” friends to memberships
- Continue to raise awareness of membership benefits through surveys and regular feedback mechanisms
- Engage with other ACMP Chapters to understand how they have been successful in growing their membership
- Continue to highlight ACMP global webinars to our membership (friends and members)

To learn more, please check us out at: http://acmpmanitoba.org/
Volunteer Outreach Report

Committee Members:
Laura Thompson

The Volunteer Outreach Committee is a newly formed committee responsible for taking care of our volunteers and promoting opportunities for increasing member and friend involvement in our Chapter.

Volunteer Committee Highlights

Over the past year, the focus of this committee has been to provide a consolidated view of our current and past volunteers.

- Developed a Volunteer Listing:
  - Current volunteer assignments and contact information
  - Current volunteer requirements
  - Current and past volunteer’s related areas of experience
- Acknowledged the contribution of our volunteers

Looking ahead to 2017-18

Our goals for next year include:
- Update the Volunteer Commitment Form to allow volunteers to include related areas of experience
- Consolidate all signed Volunteer Commitment Forms
- Proactively identify volunteer requirements as part of annual planning
- Increase promotion of volunteer positions and opportunities
- Provide more awareness around the benefits of volunteering
Treasurer/Financial Report

Committee Members:
Kris Hiebert

Financial Highlights

The Financial Portfolio is responsible for overall management of the revenue, expenses and eventual investments of the Chapter. We are in our second operational year as a Chapter so the budget set forth was again conservative, with a plan to have a $3,650 surplus.

Our year-end result for 2016-17 was a financial success with a favorable surplus of $6010.88.

Revenues: $8,228.45 against budget of $7,900
Expenses: $2,217.57 against budget of $4,250

Contributing key success factors included:
- Sponsorship contribution exceeded expectation by $1,175
- Membership income exceeded expectation by $1,139.36
- Expenses were less than expected in all categories

As the Chapter is financially in its infancy, the Board will continue to ensure operational and strategic planning controls are in place and a priority - especially for the provision of additional services for its members.

Looking ahead to 2017-18

Table 1: The budget plans for 2017

<table>
<thead>
<tr>
<th></th>
<th>Estimated Budget</th>
<th>Primary Revenue Generators: Sponsor Contributions, Chapter Events and Membership Rebates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$7,400</td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td>$6,895</td>
<td>Primary Expenses: Chapter Administration, Communication &amp; Marketing, Event Logistics</td>
</tr>
<tr>
<td>Anticipated Surplus for 2017</td>
<td>$505</td>
<td></td>
</tr>
</tbody>
</table>
## ACMP Manitoba Chapter Budget

**FISCAL YEAR**

As of Dec 31, 2016

### REVENUE

<table>
<thead>
<tr>
<th></th>
<th>FY 2016 BUDGET</th>
<th>FY 2016 ACTUAL</th>
<th>FY 2016 VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership ($30 US / member)</td>
<td>400.00</td>
<td>1439.36</td>
<td>1039.36</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>5000.00</td>
<td>6175.00</td>
<td>1175.00</td>
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<tr>
<td>Events</td>
<td>2500.00</td>
<td>610.00</td>
<td>(1890.00)</td>
</tr>
<tr>
<td>Bank Credit Interest</td>
<td>0.00</td>
<td>4.09</td>
<td>4.09</td>
</tr>
</tbody>
</table>

**TOTALS** $7,900.00 $8,228.45 $328.45

### EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>FY 2016 BUDGET</th>
<th>FY 2016 ACTUAL</th>
<th>FY 2016 VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Space Rental</td>
<td>800.00</td>
<td>1,108.50</td>
<td>308.50</td>
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<tr>
<td>Food</td>
<td>500.00</td>
<td>153.31</td>
<td>(346.69)</td>
</tr>
<tr>
<td>Materials</td>
<td>250.00</td>
<td>0.00</td>
<td>(250.00)</td>
</tr>
<tr>
<td>Registration Service Fees (Eventbrite)</td>
<td>250.00</td>
<td>49.90</td>
<td>(200.10)</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PO Box Rental</td>
<td>200.00</td>
<td>187.95</td>
<td>(12.05)</td>
</tr>
<tr>
<td>D&amp;O Insurance</td>
<td>600.00</td>
<td>0.00</td>
<td>(600.00)</td>
</tr>
<tr>
<td>Supplies</td>
<td>600.00</td>
<td>81.87</td>
<td>(518.13)</td>
</tr>
<tr>
<td>Annual Return</td>
<td></td>
<td>25.00</td>
<td>25.00</td>
</tr>
<tr>
<td>Treasurer</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Bank Account Fees</td>
<td>50.00</td>
<td>0.00</td>
<td>(50.00)</td>
</tr>
<tr>
<td>Annual Financial Audit</td>
<td>100.00</td>
<td>75.00</td>
<td>(25.00)</td>
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<tr>
<td>Communications / Marketing</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Incentives</td>
<td>400.00</td>
<td>139.10</td>
<td>(260.90)</td>
</tr>
<tr>
<td>Web site fees (domain, hosting)</td>
<td>400.00</td>
<td>199.36</td>
<td>(200.64)</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>100.00</td>
<td>197.58</td>
<td>97.58</td>
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<tr>
<td>Incorporation &amp; Name Reservation Fees</td>
<td>0.00</td>
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</tbody>
</table>

**TOTALS** $4,250.00 $2,217.57 ($2,032.43)

### BALANCE

<table>
<thead>
<tr>
<th></th>
<th>FY 2016 BUDGET</th>
<th>FY 2016 ACTUAL</th>
<th>FY 2016 VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$7,900.00</td>
<td>$8,228.45</td>
<td>$328.45</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$4,250.00</td>
<td>$2,217.57</td>
<td>($2,032.43)</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>$3,650.00</td>
<td>$6,010.88</td>
<td>$2,360.88</td>
</tr>
</tbody>
</table>

FY 2016 Closing Bank Balance $11,559.29