



Grand Rapids Area
Chamber of Commerce

CEO Roundtable Program

New Participant Orientation Information

Spring 2010
Version 2.0

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Program Cost \$60/year

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III. MISSION



To assist CEO's and improve their business performance by structuring opportunities for cooperative peer-to-peer interaction.

IV. CEO ROUNDTABLE PROGRAM ELIGIBILITY

Original Group:

Participation is limited to CEOs, Presidents, Business Owners and Managing Directors

Family-Owned Business:

Participation is limited to CEOs, Presidents, Business Owners and Managing Directors

Non-profit:

Participation is limited to Executive Directors and Presidents of non-profit organizations

Manufacturing:

Participation is limited to CEOs, Presidents, Business Owners and Managing Directors

Sales:

Participation is limited to VPs of Sales and Sales Managers

Marketing:

Participation is limited to VPs of Marketing and Marketing Managers

Finance/Accounting:

Participation is limited to CFOs, VPs of Finance and Treasurers

V. STEERING COMMITTEE

The Steering Committee is a group of experienced Roundtable participants who provide Program oversight for the Chamber and who act as liaisons to group Facilitators. Among Committee responsibilities are monthly meetings, new member orientations, and the CEO Roundtable Rally.

VI. PROGRAM RULES – ALL PARTICIPANTS

- A. Every member is required to sign a Confidentiality Agreement.
- B. Roundtable Groups are designed so there is a variety of business types, years in business, and size. Competitors are put in separate groups. Standard groups contain 10-13 members including a facilitator.
 - a. Generally, additional participants will not be assigned into groups after the second monthly meeting.
- C. No more than one decision-maker per company can participate in a Roundtable Group. Due to the need for confidentiality, substitutes are not allowed. If approved by the group, guest presenters may be allowed.
- D. Membership in a Roundtable Group is similar to having an Advisory Board of Directors for your company. As such, each member is expected to aid in any way possible to encourage growth, to problem solve, and to discuss concerns that will benefit the Host's business.
- E. A Roundtable Group will meet for ten to twelve months (depending upon the size of the group), after which time members may opt to continue with the group or choose to be rotated into a new group.
- F. Each member of a group is expected to host a session.
- G. The first meeting is organizational in nature and includes member introductions, program orientation, and a standard meeting.
- H. The Standard Meeting Agenda may be adjusted to accommodate the needs of each group.
 - a. Meetings generally last two hours.
 - b. A group may elect to have a Recorder.
 - i. Generally, the Recorder will be the Host the following month.
- I. Meeting attire is come as you are.
- J. ATTENDANCE IS IMPORTANT
 - a. As a member of the Host's "Advisory Board of Directors", your input is valuable.
 - b. As a courtesy to your fellow Roundtable members, please be on time for every meeting.
 - c. Anyone missing any two meetings overall will be reviewed for dismissal.
 - d. Participants who will miss a meeting should contact both the host and facilitator.
- K. The CEO Roundtable Program is a positive program to solve business problems – IT IS NOT A PLATFORM FOR SELLING.

VII. PROGRAM RULES - FACILITATORS

- A. CEO Roundtable Facilitators shall attend a mandatory training prior to their taking the reins as leader of the group.
 - a. The Chamber will provide Facilitators with a Facilitator Handbook outlining their responsibilities.
- B. In addition to their responsibilities, a Facilitator is a member of the group and is able to participate as such.
- C. Facilitate the "organizational" meeting of their Roundtable Group and accomplish the following objectives:
 - a. Introductions
 - b. Communicate & Review
 - i. Ground rules
 - ii. Attendance policy
 - iii. Expectations
 - c. Schedule Hosts for monthly meetings
 - d. Explain the function of the Host and Recorder
- D. Review with each Host his/her topic/agenda ten days to two weeks prior to each meeting.
 - a. Follow up with reminder if needed
- E. Stress the confidentiality of each discussion at the beginning of each Roundtable meeting.
- F. Start meetings on-time.
- G. Contact absent members to tell them they were missed and remind them of the next meeting.
- H. Forward Chamber communications to the group and communicate group issues to Chamber.
- I. Assist the Steering Committee to identify potential new facilitators from their current group.
- J. Identify a back up facilitator in the case he/she must be absent.
- K. Communicate with their assigned Liaison from the Steering Committee.
- L. Recognize their position as stewards of the Roundtable Program. Facilitators understand that if they deviate from the Spirit of the Program, they risk being reported to the Chamber.

VIII. PROGRAM RULES – MEETING HOSTS

- A. If possible, the Host shall hold their meeting at their place of business.
 - a. If the Host has no space to accommodate their Roundtable, the Facilitator can assist in finding a meeting space at no charge.
- B. The Host shall send a meeting notification to each member to arrive 7-10 days before the meeting. The notification will include:
 - a. A meeting agenda, including topics to be discussed
 - i. 1 - 3 problems or issues framed as questions
 - b. Meeting time and directions to the meeting
- C. The Host is to follow-up with a reminder to each member three days before the meeting.
- D. Prepare in advance. The more organized you are, the more you and your fellow group participants will benefit from the session.
- E. It is the Host's responsibility to provide food and cover the cost.
 - a. Lunch Meetings – Serve a simple meal (pizza, deli trays, subs, chips, soft drinks, water, etc...).
 - b. Morning Meetings – Serve a continental breakfast (donuts, Danish, muffins, coffee, water, etc...).
- F. As a courtesy to your fellow Roundtable members, arrange to have all phone calls held during the Roundtable meeting.
- G. Follow the Standard Meeting Agenda

IX. OTHER CONSIDERATIONS

The Chamber encourages participants to help it promote the CEO Roundtable Program. Should you identify an interested party, please contact the Program Coordinator for the CEO Roundtable Program at (616) 771-0342 and they will follow up. New Roundtables are formed in the spring and the fall, and individuals on the waiting list will be contacted as openings occur.

X. STANDARD MEETING AGENDA

- A. Generally, the meal is provided at the start of the meeting.
- B. Facilitator will call the meeting to order and make announcements. (5 minutes)
- C. Group members share personal and business wishes and celebrations. (20-30 minutes)
 - a. This can be done while group members are enjoying their meal.
 - b. The previous Host may provide a quick review of their meeting when their turn.
 - c. Also, this time can be used as a "Parking Lot" for important non-Host issues, which may be addressed at the end of the meeting.
- D. Host provides an overview of their company. (10 minutes)
- E. Host presents their topic, which generally consists of 1-3 problems or issues. (10-15 minutes)
- F. Group Dialog. (30-60 minutes)
 - a. Halfway through the meeting time, the Facilitator may "check in" with the Host to determine if the discussion is on track.
 - b. The Facilitator may ask each member for their comments and solutions on the questions posed.
- G. Coordinate next meeting (5 minutes)
 - a. Verify Host
 - b. Review Date
- H. Address "Parking Lot" issues. (10-15 minutes)
 - a. The discussion will then address possible comments and solutions to those issues.
 - b. Some or the entire group may elect to go overtime to help address these issues.
- I. Closing by Facilitator
- J. Tour of Host facilities. (optional) (10-15 minutes)
 - a. The tour usually occurs after the meeting and is not counted toward meeting time.
 - b. The tour may occur at the beginning of the agenda if relevant to the discussion.

Note: The Standard Meeting Agenda is an outline, not a fixed routine. The Agenda can be modified to fit a particular table, as long as the objectives and spirit of the CEO Roundtable Program survive.