

WAY TO GO!



From left to right: Nikki Devitt & Lisa Hoyt

Area chambers were on the national stage at the Association of Chamber of Commerce Executives (ACCE) Convention recently held in New Orleans. President and CEO Nikki Devitt of the Petoskey Chamber received ACCE's 2026 Board Chair's Award, and was specifically recognized for her ability "to challenge people to think differently and to ensure that the needs, opportunities and realities of rural and smaller chambers are reflected in the decisions shaping" the ACCE's future. Nikki was also named to ACCE's 2026-27 Executive Committee as Partnership Liaison.

Through the Dana Ketterling Lifetime Sales Achievement Award, Vice President and Director of Membership Lisa Hoyt received Platinum recognition for her career achievement in chamber membership development. Platinum recognition is awarded to professionals who have achieved at least 1,250 membership sales or \$750,000 in new chamber membership sales during their careers. More than a measure of sales, the recognition represents the relationships Hoyt has built and the businesses she has welcomed into the Petoskey Chamber throughout her years of service.

The Charlevoix Area Chamber of Commerce also received national recognition for being a finalist in the Communications Best in Show.

We may be rural. We may be small. But, we have powerful, influential, strong, Chambers: Boyne City, Charlevoix, East Jordan, Harbor Springs, and Petoskey.

JUST A REMINDER

An important date to get on your calendar is Friday, September 25. NCM will be offering an in-person, Advanced Mediator Training from 8:30am to 12:30pm on Agreement Writing. The class size is limited to 20 people and will be on a first-come, first serve basis. So, go to <https://www.northernmediation.org/workshops-trainings/> on the NCM website and sign up for this workshop.

The theme of the workshop will be the importance of including the answers to who, what, where, when, how and sometimes why in the written agreement.

Eight hours of Advanced Mediator Training is required every two years by the State Court Administrative Office (SCAO) to maintain mediator certification in the state of Michigan. If you are one of the mediators who needs to take this training to maintain your certification, you will receive an e-mail from me later this week.

If more than 20 people sign up for the workshop, we will schedule a second one.

CONDOLANCES

Sympathy for mediator Katie Allen on the death of her father. As most of us know, it always hurts to lose a parent. Her father Vic Knowlton and his wife Caroline truly believed in the mission of NCM. He will be missed.

USELESS FACT

The oldest-known chamber in the modern world started in Marseille, France on August 5, 1599. It was created by the city council to protect merchant ships from Mediterranean piracy and boost local trade. The city council briefly shut down the group in 1648 during the Fronde uprising, but King Louis XIV re-certified and empowered the body in 1660. The French Revolution caused another temporary closure before it was officially re-established in 1802. It now operates as the Chamber of Commerce and Industry Aix Marseille-Provence (CCIAMP) and continues to support regional business and economic development.

QUOTE OF THE MONTH

"A customer is the most important visitor on our premises, he is not dependent upon us. We are dependent upon him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is a part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so." ~ Mahatma Gandhi