



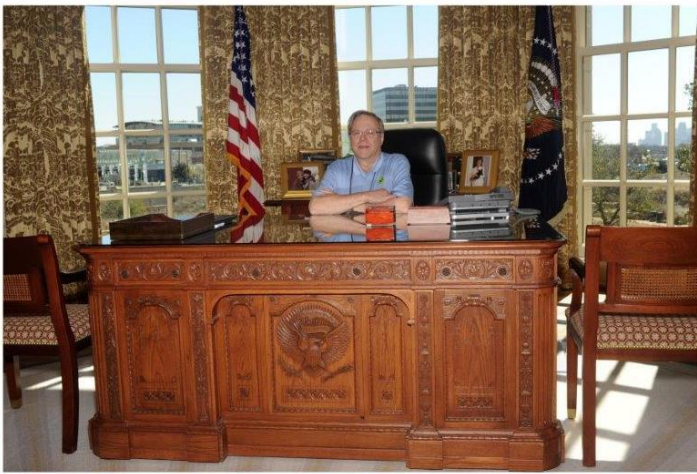
RDC

Connecting Global Mobility with Local Ability

IN THIS ISSUE...

- Spring Event Recap 2
- RDC Members in Mobility 2
- Road Show 3
- Booth Recap 4
- 25th CRP Anniversary 4
- GDS Course Recap 5

Message from the RDC President, Tommy Steel, CRP, GMS



Hello RDC Members:

What a great conference in Las Vegas! I'm sure everyone that was there agrees with me. I enjoyed seeing all of you and meeting our first time attendees. **Brenda Johnston, CRP** did a wonderful job as Chair of this event. The roundtable topics were right on target and very well conducted by all the moderators; **Susan Schneider, SCR, GMS** of Plus Relocation did a super job delivering her talk on "It's All About Attitude: Stick It To Leadership"; the Forums were terrific and the closing panel session moderated by **Jo Lay, SCR, SGMS** on "The Past, the Present and the Future" was outstanding.

I also want to thank our **RMC** and **Corporate Advisory Council** members for their involvement in the roundtables, Forums and Mentors and Masters Program. And, of course, a **BIG Thank You** to our sponsors who help us gain additional knowledge about their services and products.

I would be remiss not to talk a little about the **Global Destination Specialist (GDS)** course held on Monday and Tuesday before the RDC event. Thanks to **Karen McRae, SCR, SGMS, Michi Olson, SGMS** and **Maureen Campbell, SCR, GMS-T** along with the **Global Task Force Committee**, for all their hard work in taking this idea and turning it into reality. Those who took the course and

now have their RDC GDS are all very excited. I know there will be opportunities for others to take this class in the future. A special thanks goes to **Bernadette Pacheco** and her company, **Realty ONE Group**, for hosting this class and helping us contain our costs.

Our member dinner at Carmine's was very successful. The food was delicious and kept coming out and coming out... I hope everyone got the chance to get their photo with my friend Elvis either at the dinner or on Wednesday night at the RDC booth in the WERC trade show. He truly enjoyed the experience of participating with us.

Connie Swenson, CRP, GMS put together a very good Mentors & Masters Program. **Tom Colucci, SCR, GMS** gave an inspiring talk to open the program and addressed the topic, "Wish I Had Known Then, What I know Now...". A big thanks goes out to the roundtable moderators for this program as well. We had a combination of RMCs, Corporate Executives, as well as some RDC members who headed up the roundtables.

I hope all of you like the new RDC pins each of you received when you check in for our event. Those of you who missed this meeting will have a new pin waiting for you at our fall event Boston.

Speaking of Boston... We hope to see you all there on October 7th.

More detail will follow soon.

Diane Howard, CRP the fall meeting chair already has plans for a great meeting. See you all soon.

Remember...

"Attitude is Everything"!



Tommy Steel

2015 RDC President

Attitude is Everything

RDC 2015 Spring Event Recap

Our recent **RDC Spring Event** was held on May 5th and 6th in Las Vegas with over 120 people in attendance.

This year's theme was "**Attitude is Everything**," and all forums and roundtables were interesting and informative. Roundtables covered such diverse topics as RESPA changes, lump sum policies, agent training, marketing to millennials and more.

Many thanks to our Corporate Forum presenters, **Tia Hamlin, CRP, Laurissa Norwick, CRP, GMS-T** and **Holly Clontz, CRP, GMS-T**. They discussed a range of topics from building extraordinary partnerships, transitions for expats and inventory properties from a corporate perspective. All in attendance gained some fantastic insights from these discussions.

Back by popular demand was **Susan Schneider, SCRIP, GMS**, President of Plus Relocation to further our discussion on ways to maintain a positive attitude and build a successful team.

And finally, **Jo Lay, SCRIP, SGMS** with Baird & Warner lead a lively panel discussion on The Past, the Present and the Future of the Relocation Industry.

Overall, the event was a great success. We are looking forward to another fantastic gathering in Boston this Fall!

First Time Attendee Reaction...

"I had such a great experience at my first RDC event! I was looking back at my notes this evening to compile all the information I came away with and felt so much gratitude for the camaraderie and professional sharing I took part in at the RDC Spring meeting. The Relocation Industry has proven to be one learning experience after another and RDC has opened the doors into yet another layer of discovery and partnership...I'm looking forward to it!"

Heather Barker
CENTURY 21 Everest

RDC members in the May Issue of Mobility!

Read all about it in these great industry related articles...[Click Here](#)



- **Page 39—**

Houston Market Summary

Patricia Pollard, CRP, GMS

- **Page 58—**

Beyond Corporate Transferees

Maureen Campbell, CRP, SGMS-T

- **Page 103—**

Selling Homes to the Rich But Necessarily Famous

Carol A. Kelly, SCRIP, SGMS-T

and **Teresa Howe, SCRIP, SGMS**

RDC 2015 Board of Directors

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- ❖ Diane Howard, CRP
- ❖ Brenda Johnston, CRP
- ❖ Debbie Robinson, CRP
- ❖ Connie Swenson, CRP, GMS

RDC Appreciates our Advisory Council Representatives

RDC gains valuable insight from all of our Advisory Council Representatives throughout the year. Our bi-annual meetings represent a special opportunity for our members to interact with the council in a more personalized way. Thank you to our Advisory Council Representatives who were able to fully engage in our Spring Meeting this year.

Several of our council members were first time attendees of the event and here's what they had to say...

- “Really great to be involved in RDC.”
- “Very impressed by the camaraderie and willingness to share in spite of competitors being in the room.”
- “RDC members were so welcoming.”

U.S. Real Estate Trends and Topics, a/k/a the RDC Road Show, was presented in a shortened version at Worldwide ERC® on Friday morning in Las Vegas.

Carol A. Kelly, SCRП, SGMS-T presented a power point highlighting the national picture. This was followed by a talk show format, with **Tonya Hamilton, SCRП, GMS**, **Kate Santo Reisinger, CRP**, **Gayle Glew, CRP** and **Betsy Roche, CRP** representing their regions, and key cities in their regions, in a lively exchange about inventory, pricing trends, rentals, millennials, and corporate activity in their areas. The audience appeared engaged and interested throughout the session!

If you missed this session, please join us for another dynamic webinar presentation on June 9th at 2:00 pm CDT about the recent national and regional trends in the U.S. See how the RDC Board is representing the RDC member on the renowned “**RDC Road Show**”. [Click Here](#) to register.

RDC Advisory Councils

Corporate Advisory Council Members

Holly Clontz, CRP, GMS-T
Ingersoll Rand
Term 2014/2015

Shelley Giles, SCRП, GMS
Tenet Healthcare Corporation
Term 2015/2016

Lois Johnson, CRP
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Ryan Agee, CRP, GMS
Altair
Term 2015/2016

Courtney Moncavage, CRP
AIReS
Term 2014/2015

Tia Hamlin, CRP
Brookfield Global Relocation Services
Term 2015/2016

Laurissa Norwick, CRP, GMS-T
The MIGroup
Term 2014/2015



RDC BOOTH

Thanks to Fran Cashion, RDC Booth Chairman and all the Booth Ambassadors:

- **Katie Adams, CRP, GMS**
- **Kathy Carter**
- **Claire Clark, CRP**
- **Carolyn Cole, CRP**
- **Karen Danner, CRP, GMS**
- **Chuck Garrett, CRP**
- **Nancy Harmann, CRP, SGMS**
- **Darlene Lamb, CRP**
- **Susie McGill, CRP**
- **Barrett Matheny**
- **Annemarie Menz, CRP**
- **Marian Padgett, CRP**
- **Angie Ware, CRP**

who represented us so well in the RDC Booth. "Elvis" came by on Wednesday night and was a big draw for pictures. We received rave reviews from the booth participants, commenting on the large numbers of people who dropped by and inquired about our RDC organization.

The lucky winner of the Kindle Fire was **Kelley Ellis of Pitney Bowes**.

Congratulations to the following RDC Members who have held their CRP/SCRP for 25 years



- **Carol A. Kelly, SCRIP, SGMS-T**
The Corcoran Group
- **Donna Miller, CRP, GMS**
Ewing & Associates Sotheby's International Realty
- **Joan Harpootlian Thomas, SCRIP**
Wilkinson ERA
- **Aimee Crossland, CRP, GMS**
Crossland Real Estate, Inc.
- **Kim Fouch, CRP**
Coldwell Banker Schmidt Realtors
- **Teresa Rutledge Howe, SCRIP, SGMS**
Coldwell Banker Southern California
- **Kay Webster Latham, CRP, SGMS**
Coldwell Banker First Equity, Realtors
- **Binnie Jo Maselle, CRP**
CENTURY 21 Maselle & Associates
- **Karen McRae, SCRIP, SGMS**
Harry Norman Realtors
- **Glenda Philpot, CRP, SGMS**
Coldwell Banker Residential Real Estate
- **Harry Salzman, CRP**
Salzman Real Estate Services, Ltd.
- **Connie Swenson, CRP, GMS**
Russ Lyon Sotheby's International Realty, Inc.
- **Tina Swenson, SCRIP, SGMS**
Ebby Halliday, REALTORS
- **Barbara Wallace, CRP**
Amelia Bullock Realtors
- **Lawrence Zapf, CRP**
Beverly-Hanks & Associates



GDS COURSE RECAP

Our first GDS Course was a huge success. We not only received great reviews but many commented that they wished the class was longer!

Thank you to **Karen McRae, SCRP, SGMS** and **Michi Olson, SGMS** who led the course along with the following speakers:

- **Christine Wilson, SGMS-T**
Vice President, Research & Education
Worldwide ERC®
- **Ed Marshall, CRP, SGMS-T**
Practice Leader, Global Mobility
IMPACT Group
- **Sandy Hupp**
VP, Business Development
Corporate Connection
Wells Fargo Home Mortgage
- **Susan Ginsberg**
VP Global Services and Business Development
School Choice International/School Search
Solutions
- **Carolina Rojas Newman**
Global Director
Immigration Services
MSI Global Business Solutions
- **Jesper Løvendahl**
CEO & Founder
ExpatRide International
- **Ashley Myers**
Senior Corporate Account Manager
PetRelocation

We've received many requests to provide this class prior to the Fall Meeting in Boston. The Global Task Force is currently developing a plan which we will share with you within the next few weeks.



Karen Edmonds, CRP, GMS of Winkelmann Realty was one of our attendees and she provided us her Top 5 Reason to support the RDC GDS Course:

- ① *“The training materials and class instruction (Michi & Karen were outstanding) provided me with a step by step plan for implementing my own in-house destination services division”.*
- ② *“The program is so detailed that it can be easily be modified to help companies improve their domestic rental/area services”.*
- ③ *“The program covers subject material and information that is a nice complement to the GMS training” It is not the same as the GMS”.*
- ④ *“The program instructors and speakers brought valuable information that was geared to any region or size company”.*
- ⑤ *“The program was well organized and a very affordable - tremendous value”.*