



RDC®

Connecting Global Mobility with Local Ability

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A Message from the 2016 RDC Board

Dear RDC Members,

Spring has sprung!

This year our theme is focusing on the RDC purpose “**Connecting Global Mobility with Local Ability!**” Your RDC Board and Committee Volunteers will be focusing on this purpose with every initiative. RDC has two very exciting announcements at our Spring meeting in Houston. We will give you a hint...we will be honoring a very special member and announcing a new honorary award! If you are unable to attend our meeting please keep up with our announcements via Facebook and an e-mail from RDC.

Click Here, there is still time to register for one or all our Spring Offerings:

1. Global Destination Specialist (GDS) -- May 16th
2. RDC Spring Meeting -- May 17th
3. Mentor and Masters -- May 18th



At our upcoming meeting we will have several 1st time attendees! If you are interested in hosting a 1st time attendee please e-mail, rdc@gss.net.

When you renewed your membership, each RDC member had an opportunity to raise your hand, aka click “yes I want to volunteer” for a committee or task force. Our goal is to utilize every hand that was raised to help RDC in 2016. We encourage you to reach out to anyone on the board if you are specifically passionate about volunteering and

getting involved within RDC.

Cheers to RDC and you!

Annie Hamilton, Carol A. Kelly, Tommy Steel, Vicki Hamp, Patricia Ann Pollard, Diane Howard, Brenda Johnston, Ann Anderson, Pam Darby, Marc Krebs, and Angie Ware.

Connecting Global Mobility with Local Ability!

Council Current

One of the key components to being successful in the global mobility industry is customer service. We reached out to two of our advisory council members to help us understand what service means to them.



Jamie Suarez is a Senior Manager, Global Relocation at PepsiCo and shared her insight on customer service.

My mantra for successful customer service is “under promise and over deliver”. With thoughtful preparation and when

reasonable expectations are set up front with customers, the chances that a relocation experience will be positive are very high. I see the relocation process as a wheel, with each of the spokes representing a relationship between a different vendor and the customer, which of course is the hub. When each stakeholder supporting the relocating employee is holding up their end of the process by managing to the expectations they have set with the employee, the wheel turns smoothly which leads to a satisfactory relocation experience. However, when one spoke breaks, the wheel slows or could even come to a halt altogether.

Of course, there will be times when things get off track despite all efforts. It may be in these cases that the true value of a partner is realized. The agile problem solvers will quickly bring a solution to the table and get the move back on the road to success. They intercede to provide the metaphoric oil to the situation before it is escalated to me by the customer. It is our job as corporate relocation managers to select service partners that know how to keep the wheel oiled and the move on track.



Molly Merrick is an Inventory Manager at Cornerstone Relocation Group and here is what she had to say about service.

To me service is being “all in” to meet a challenge head on. It’s finding a way no matter what it takes and delivering an excellent experience. It’s a commitment to “go there” where you’ve never been and giving more than expected. Being there when needed and being there when not. It’s keeping your word while being fair to your partners throughout the process. Service means having the right people, in the right place, doing the right things to deliver upon a promise.

We appreciate the participation of all of our advisory council members. Their involvement greatly enhances our ability to meet the needs our clients are facing and have a better understanding of all aspects of the global mobility industry. Please take a moment during the meeting to thank them for their commitment to RDC.

2016 ADVISORY COUNCILS

Relocation Management Council Board

- ❖ **Jamie Suarez, CRP**
PepsiCo. Inc.
- ❖ **Shelley Giles, SCRP, GMS**
Tenet Healthcare Corporation
- ❖ **Lois Johnson-DeLange, CRP**
ADP
- ❖ **Michelle Keech**
Biogen IDEC



Relocation Management Council Board

- ❖ **Ryan Agee, CRP, GMS**
Altair
- ❖ **Tia Hamlin, CRP**
Brookfield Global Relocation Services
- ❖ **Molly Merrick**
Cornerstone Relocation Group
- ❖ **Darren Wagner, CRP, GMS**
Lexicon Relocation

RDC Spring Offerings

Global Destination Specialist Course

Monday, May 16
8:00 am to 5:00 pm

Please join us for our 2nd offer of the Global Destination Specialist Course.



Why GDS?

- The need for global service centers is rapidly increasing as employers expand their global reach
- The fastest growing segment of the relocation industry is global
- Large numbers of foreign nationals are coming into the U.S. and their families require specialized services
- RDC members have the experience, resources, and infrastructure to deliver a robust, comprehensive settling-in program

GDS Training Includes:

- Summary of Global Destination Services
- Tools to Create a Destination Services Center
- Overview of Corporate Client Needs
- Outline of Foreign National Needs
- Settling-in Program Model
- Cross-cultural Training
- Best Practices
- Selection and Training of a Global
- Destination Specialist Team
- Necessary Resources
- Necessary Forms



RDC Spring Event and Members Dinner

Tuesday, May 17
Event 7:30 am to 5:15 pm | Dinner 6:15 pm

Planning for the Spring RDC meeting is in full swing. **Diane Howard, CRP**, and the Planning Committee are hard at work to bring you an exceptional program for this year's meeting, **"Global Success Through Customer Service"**. You are not going to want to miss this meeting, and the opportunity to learn so much about successful business strategies in the world of customer service.

The stage will be set by our opening speaker, Cindy Salter, of Brookfield Global who will share great insight into **"Setting Customer Expectations."**

After our business meeting, we will hear from our Keynote speaker, **Jeff Tobe**, national speaker who will deliver an energizing session on **"Customer Service Strategies"**. Jeff offers helpful strategies to motivate employees and engage customers.

As planned, our ever-popular roundtables will add that needed charge after lunch. Keeping with our overall theme, we will focus on **"Customer Service Challenges and How to Solve Them."** With topics on everything from "Driving a consistent customer experience" to "Handling Customer Service Disasters" to "Managing the demands of RMC's, Clients and Transferees." There will be something for everyone.

The afternoon is loaded with excitement too. Starting with a **Panel of Experts: Delivering the Best Customer Experience** moderated by **Erin Koops**, Executive Vice President of Leading RE.

We will end the day with a customer service activity. This exciting segment uses a game concept as a vehicle to cover technology, customer experiences and other dependencies combined into a fun exercise centered around customer service.

Please join us as we recognize excellence, share best practices, learn new techniques and network with each other.

Mentors & Masters Program

Wednesday, May 18
1:00 pm to 4:00 pm

The Mentors and Masters committee has been hard at work putting together a great session for new and seasoned attendees.



Our theme this year is **"What's New, What's Working, and Best Practices"**. Our keynote speaker will be the President and Chief Executive Officer of Worldwide ERC, **Peggy Smith, SCRP, SGMS**.

We also have a terrific line up of 10 roundtable discussions that will be hosted by industry experts. Topics range from Military Services, Corporate Terrorism and Data Security, Senior Services, and much more! You're not going to want to miss this!

The RDC Booth is on the Move!

2016 is off to a great start! The RDC booth was present at both the Cartus and LeadingRE conferences this year.

Thank you to everyone who volunteered their time to help staff the booth and share information about RDC.



Angie Ware, Ryan Watroba, Joan Thomas, and Nancy Harner volunteering at the RDC Booth during the Cartus event.

Market Data Reports Needed

If you want your company to **STAND OUT**, make sure to submit quarterly statistics on your market along with supporting data.



First Quarter reports are now due.

Remember this reporting reflects your market place and on your company. This information is not only available through the RDC website for anyone who wants to look at the information, but it is also available through Worldwide ERC's website. We also encourage participants at our Road Show to visit our website to check out the reports.

Remember, many relocation management companies and corporations who are interested in your area look to RDC to see what is happening in your market.

Submit your report today! [Click Here](#) to download the form.

RDC Membership Committee

The committee has approved 9 new RDC members to date! Please make sure you "Like" the RDC Facebook page. It will provide you access to the announcements of our new members.

- **Michael Adkins, CRP**, Janet McAfee
- **Lisett Evanzia, CRP**, Coldwell Banker Southern California
- **Kevin Felder, CRP**, Felder & Company Realtors
- **Maggie Hall**, Virginia Cook, Realtors
- **Julie Martin, CRP**, Crye-Leike Realtors
- **Kathleen Rebhan, WEICHERT, REALTORS**
Rebhan & Associates
- **Yvonne Regan, CRP**, Better Homes and Gardens Rand Realty
- **Kimberley Taylor, CRP**, LIV Sothebys International Realty
- **Amy Wardle**, Beverly-Hanks & Associates



Diane Howard and Ryan Carrell staffing the RDC booth at the LeadingRE event.