



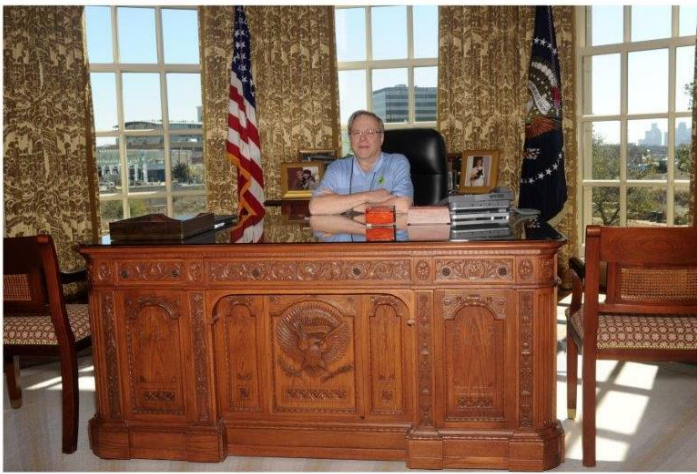
RDC

Connecting Global Mobility with Local Ability

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



Dear RDC Members,

It is hard to believe that we are 25% into the year already and that the RDC Spring meeting is right around the corner. I hope all of you have made plans to attend. We have a FULL agenda of very informative meetings planned to keep you busy. The Global Destination Specialist (GDS) Course promises to keep all of the attendees at the edge of their seats. **Maureen Campbell, CRP, SGMS-T** and the committee have gathered some of the top global talent in the relocation industry to lead this course. (May 4th and 5th)

Brenda Johnston, CRP and the committees have planned an action packed RDC Spring meeting with top talent from our own RDC members and Advisory Council members. They will be leading the roundtable discussions and the three forums. We are excited that **Susan Schneider, SCRP, GMS, President of Plus Relocation** has agreed to speak to us again this year. **Peggy Smith, SCRP, SGMS** with **Worldwide ERC** will address us on Wednesday morning after breakfast about current issues with the relocation industry. There will also be a special surprise, as a well-known guest drops in at our member dinner on Tuesday night. You'll want to be sure to get your photo taken with him.

After the RDC meeting on Wednesday afternoon, the Mentors & Masters program planned by **Connie Swenson, CRP, GMS** and the committee is sure to be a perfect end to a wonderful three days of opportunities for everyone.

If you are attending the **Worldwide ERC** Conference, please be sure to attend the U.S. Trends and Topics session that our own **Carol A. Kelly, SCRP, SGMS-T** and the committee of RDC members will be presenting. Last year it was standing room only at this session! Also be sure to show us your support by to visiting our RDC booth at the tradeshow.

To let you know, we already have 13 new members as of April 15th. We've listed their names on Page 5. We're very pleased to welcome them to our organization. Over the past year and a half we have had over 50 new members. Since I have been on the Board, I have seen so many new initiatives and programs. This is very exciting to me as the word is getting out that RDC is becoming the organization of choice for relocation directors.

I hope to see most of you at the Spring meeting, but if not, don't forget that the Fall meeting is in Boston on Wednesday, October 7. It has been several years since we have been there, so we're excited to be going back to that area. **Diane Howard, CRP** is already hard at work planning for this event.

Your RDC Board of Directors works very hard to bring informative, educational and meaningful programs to each of our meetings. We look forward to seeing you at both of them this year.

Remember "What happens in Vegas, stays in Vegas" AND, if you win big at the slots, be sure to remember me!

Attitude is Everything!

Tommy Steel

2015 RDC President

Global Destination Specialist Course



It's been 2 years in the planning and the RDC Global Task Force has left no stone unturned.

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

Attitude
is Everything

RDC 2015 Spring Event

The Spring Event is off to a great start! With **Attitude is Everything**, we are sure to have a positive, motivated group ready for learning and networking. Some of the highlights for the RDC Spring Conference in Las Vegas will include:

- **Susan Schneider, SCRP, SGMS President of Plus Relocation** with another lively and entertaining presentation
- A winning Panel of Experts: **Lois Johnson-DeLange, ADP; Carol Armstrong, Gulfstream Aerospace; Ryan Agee, Altair Global Relocation; Randy Wilson, NEI Relocation; and Jo Lay, SCRP, SGMS, Baird & Warner Real Estate.**
- Discussing the main topics and answering all of our questions, roundtable discussions on Dodd Frank changes, collateral underwriting and the new closing disclosures, and training for agents to reach our goals of meeting the needs of challenging transferees.

Of course, this is a popular event with lots of networking. Be sure to bring your positive attitude.



The Mentors and Masters

Committee has been hard at work putting together a great session for the Spring RDC/Worldwide ERC Conference.

Based on the theme, “**I Wish I had Known Then What I Know Now...**”, we have **Tom Colucci, SCRP, SGMS** kicking off our program. Tom recently transitioned from an RMC to Director of Relocation, Coldwell Banker Residential Brokerage Colorado. He will be sharing his insights, experiences and the surprises he encountered in making the change.

Tom's presentation will be followed by three roundtable sessions. Our roundtable presenters have experience in many different roles within the relocation industry. They will bring those different perspectives to topics such as group moves, marketing your relocation services, how to handle low inventory “hot” real estate markets, and many more.

The Mentors and Masters Program has been approved for three CRP credit hours. Hope to see you there!

[Click Here](#)
to Register for all
THREE Events...

See YOU in Vegas!





RDC's National Real Estate Trends and Topics, a/k/a "The Road Show", is almost ready to take on the road. Our first presentations begin this month at Weichert Workforce Mobility, MIGroup and Cornerstone Relocation Group, all of which are in New Jersey.

Soon after that, an abbreviated version of the presentation will be used in a session at Worldwide ERC's National Conference at 9:00 am Friday, May 8th. During this session we will include a brief overview of the U.S market followed by a panel of four RDC members representing the major regions of the U.S. This was a standing room only SRO session last year...let's knock their socks off with our attendance again this year!

Watch for news of additional presentations at RMCs and Regional WERC groups as 2015 unfolds.

Advisory Council Update

Our Advisory Council members are in full gear and heading to Las Vegas for the Spring 2015 Conference.

Look for our Advisory Council members doing roundtables, panels, forums and presenting at the Mentors and Masters Programs. They are a great group of relocation professionals, who are devoting their time and talent to RDC. Their involvement greatly enriches our programs and offers all participants an opportunity to expand their knowledge about the challenges that each segment of our industry faces.

Please take a moment during the meeting to thank them for their commitment to RDC!

Corporate Advisory Council Members

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

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

Lois Johnson, CRP
ADP
Term 2015/2016

Michelle Keech
Biogen IDEC
Term 2015/2016

Relocation Management Company Advisory Council Members

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

Calling All SMEs!!! (Subject Matter Experts)

Are you having challenges with agent training, development of a rental or affinity program, relocation department policies, etc? If so, take advantage of the RDC Subject Matter Experts for help and guidance!

The **RDC Resource Library** has been officially retired and replaced with a roster of RDC member “**subject matter experts.**”

The SME program was introduced at the RDC 2014 Fall Event in Chicago, with many of our members volunteering their guidance and expertise on a wide array of relocation topics. The topics and RDC Subject Matter Experts name and contact information is being uploaded onto the RDC website as a resource for all members.

We will continually be adding SMEs to the roster, so if you have a special area of interest and expertise, you will have the opportunity at the upcoming RDC Spring Conference in Las Vegas to fill out a SME card. We will then add your name to our on-line roster of Subject Matter Experts! If you are not planning on joining us in Las Vegas, an on-line form can be submitted by [Clicking Here](#).



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.

2015 Board of Directors

Officers

- ❖ Maureen Campbell, CRP, GMS-T
US Advisory Council Liaison
- ❖ Carol A. Kelly, SCRP. SGMS-T
Chairman of the Board
- ❖ Tommy Steel, CRP, GMS
President
- ❖ Annie Hamilton, CRP
Vice President
- ❖ Vicki Hamp, CRP, SGMS
Secretary/Treasurer

Director Members

- ❖ Fran Cashion
- ❖ Karen Danner, CRP, GMS
- ❖ Diane Howard, CRP
- ❖ Brenda Johnston, CRP
- ❖ Debbie Robinson, CRP
- ❖ Connie Swenson, CRP, GMS

Worldwide ERC® Discount Information

Worldwide ERC is currently offering the **GMS (Global Mobility Specialist)** program at a 10% discount to all RDC members for any of their Fall offerings.

[Click Here](#) on how to apply for the discount.

RDC Membership Committee

The committee has approved 12 NEW RDC members to date!

Please make sure you “Like” the RDC Facebook page. It will provide you access to the announcements of the our new members.

A special thank you to the Membership Committee for keeping a watchful eye on our applications, ensuring we are continuing to strengthen our RDC Membership.

RDC Membership Committee members:

- Chairman, Annie Hamilton, CRP
- Susan Magenta, CRP, GMS-T
- Alicia Motter, CRP, GMS
- Linda Parker,
- Stephanie Quam, CRP, GMS
- Colette Staub, CRP
- Kay Webster Latham, CRP, GMS

2015 NEW MEMBERS



2015 NEW MEMBERS

Cathy Ashlock

Century 21 Mike Bowman, Inc.

Nicole Bammel, CRP

Coldwell Banker Weir Manuel

Tammy Russell Carroll, CRP, GMS

PARKS / Bob Parks Realty

Tina Carter

Century 21 Redwood Realty

Kelly Dewey, CRP, GMS

Coldwell Banker Harris McHaney & Faucette

Stacy Durbin

Semonin Realtors

Cheryl Fortner

Crye-Leike, Inc.

LaMonica Hummel, CRP, GMS-T

Windermere Relocation and Referral Services

Rachael Anne Joyner, CRP

Joyner Fine Properties

Kate Reisinger, CRP

Coldwell Banker Residential Brokerage

Denise LePage Richards, CRP

Lake Norman Realty, Inc.

Kathy Wagner, CRP

ERA Sellers & Buyers Real Estate

Donna Westgate, CRP

ReMax Estate Properties