



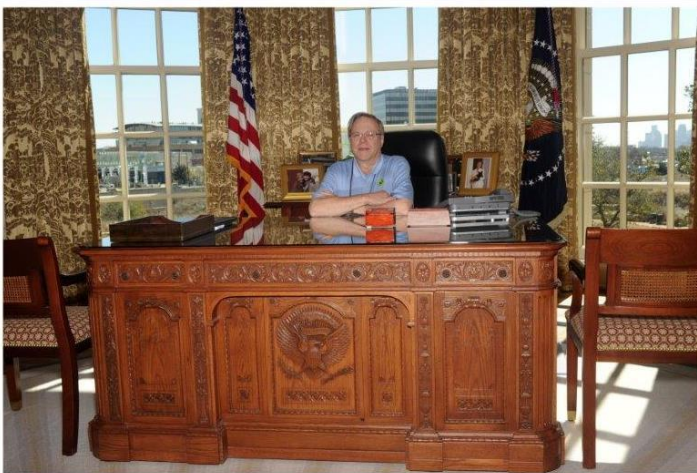
RDC

Connecting Global Mobility with Local Ability

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Message from the RDC President Tommy Steel, CRP, GMS



It's hard to believe that 2015 is coming to an end. I must tell you that it has been such a privilege to serve as your President. This year has gone by so quickly. I have enjoyed working for and with each one of you. RDC continues to grow and it seems to be obvious to everyone in the relocation industry. We have had a huge growth spurt in the past few years and continue to review applications for membership every month. We have 277 members which is the largest membership ever for RDC.

It was great to see so many of you in Boston in October. We had a large turnout for the RDC meeting with 155 in attendance. I want to thank **Diane Howard, CRP** and her committee for the excellent job they did by putting together a great program for us. I think we walked away knowing absolutely that *"Change is Opportunity."* A special thank you also goes out to our sponsors, advisory councils and other industry leaders who helped support and participate in the program.

As this is my last letter to you as your 2015 Board President, I would like to take the opportunity to thank all of you for your support and commitment to our organization. I also would like to thank the 2015 Board of Directors and Board Officers for their hard work and dedication to RDC.

Special thanks goes to **Kathleen Lukasik**, our Executive Director, who gives 110% to RDC.

I also need to remind you one more time how much each of you will get from your RDC membership if you volunteer to participate in committees, meetings or task forces. I know this from personal experience!

And finally, I would like to extend a BIG thank you to **Maureen Campbell, CRP, SGMS-T** who has dedicated the past seven years serving on the RDC Board. We wish her well in her new endeavors as she enters the RMC side of relocation.

Annie Hamilton, CRP will take over the reigns as President on January 1. Her leadership along with your 2016 board will do a super job. I look forward to my continued involvement on the RDC board next year and in the future.

Thanks and remember...

"Attitude is Everything"!

Tommy Steel
2015 RDC President



WISHING YOU A HAPPY HOLIDAY SEASON!

RDC 2015 Fall Event Recap

*By Diane Howard, CRP,
Fall Planning Chair*

The recent fall conference in Boston, MA was a well-attended, action-packed hit! Over 150 RDC members gathered to share best practices, industry trends, and networking with friends and colleagues. This was a tremendous opportunity to combine experience and education with some of the most powerful minds in the relocation industry.

This year's conference theme was "**Change is Opportunity.**" All content covered valuable insights, practical processes, and innovative ideas within the framework of this theme. The message was delivered in a number of ways; from thoughtful quotes, to lively roundtables and an energizing panel of experts that discussed cross border relocation practices.

It was truly an exploration of the role and relevance of change in our global marketplace and how it affects us all.

Our opening speaker, **Pandra Richie, SCRCP, SGMS-T**, President of Long & Foster Corporate Real Estate Services, set the stage for today's **changing requirements for business development** in the relocation space.

Peggy Smith, SCRCP, SGMS-T, President/CEO of **Worldwide ERC®** followed with a **taste of current industry trends**, Worldwide ERC update on current programs and what's coming in the near future and opportunities for relocation directors in the mobility space.

Our keynote speaker **Kevin Kelleher**, President & CEO of Cartus Relocation gave us insight into **growth in the Real Estate & Mobility industry.**

Our roundtables focused on "**Changes in Training and Service Delivery.**" This segment focused on training and service delivery in the Relocation Directors role which included training office staff and sales associates, setting expectations, business development and best practices.



A special thank you to our facilitators:

- **Cathy Ashlock, CRP, GMS**--Century 21 Mike Bowman
- **Kimberly Barkoff**--Halstead Property, LLC
- **Ryan Carroll, CRP, GDS**--Carpenter Realtors
- **Kim Givens, CRP**--William Raveis
- **Nancy Harmann, CRP, SGDS, SGMS**--Gardner Realtors
- **Teresa Howe, SCRCP, SGMS**--Coldwell Banker Residential Brokerage
- **Anne Incorvia, SGDS, GMS**--John Dougherty
- **Susan Magenta, CRP, GMS-T**--Berkshire Hathaway HomeServ NJ Properties
- **Nina McGee, CRP**--Coldwell Banker Residential Brokerage
- **Pam Metzger, CRP**--Colorado Landmark
- **Kellie Mitchell**--Coldwell Banker Hearthside
- **Debbie Morris, CRP, SGDS, GMS**--FC Tucker
- **Catharine Pappas, CRP**--Dickens Mitchener
- **Allison Rybarczy, CRP**--Arizona Best Real Estate
- **Linda Scope, CRP**--C21 Town & country
- **Dawn Stevens, CRP**--Jack Conway & Co.
- **Tina Swenson, SCRCP, SGMS**--Ebby Halliday
- **Helen Valle, CRP, GDS**--Prudential Pen Fed
- **Tammy Vlah, CRP**--Watson Realty
- **Linda Zanzinger**, Berkshire Hathaway HomeServices Fox & Roach

Our **Advisory Council Forums** lead a lively discussion on Corporate Mobility programs. Thank you to our presenters:

- **Shelley Gilles, SCRCP, GMS**, Director, Relocation Services at Tenent Healthcare, covered **The Whys and Hows of an In-House Relocation Program.**
- **Courtney Moncavage, CRP**, Real Estate Partner Network Manager, AIReS went in deep into the **World of Lump Sum Policies.**
- **Lois Johnson-DeLange, CRP**, Director, ADP Real Estate and Relocation Service Programs covered **Relocation metrics & the RMC relationship changing real estate market – home sale and destination services.**

- **Holly Clontz, CRP, GMS-T**, Manager of Global Mobility Services HR Operational Services at Ingersoll Rand helped us understand the **Changing Role of the Global Mobility Manager**.

All eyes were glued on the panel discussion lead by **Michi Olson, SGDS, SGMS**, VP Global Business Development and Relocation with Alain Panel Realtors. The following four industry experts focused on **Changes that affect Mobility & US Borders**:

- **Stephen Cryne**, Canadian Employee Relocation Council (CERC)
- **Karen McRae, SCRIP, SGDS, SGMS**, Harry Norman Realtors
- **Laurissa Norwick, CRP, SGMS-T**, The MIGroup
- **Michelle Keech**, Biogen IDEC

To determine the heart of your concerns, RDC sent a survey to all members to capture a list of questions for this panel. It was a wonderful success. With your input the panel was able to address the biggest challenges facing foreign nationals moving to the US and the requirements needed for Settling-In services.

RDC Future Events---Save the Dates!!

Mark your calendars NOW for the following dates and locations of our upcoming events. You won't want to miss out!

Are You GOLD, SILVER, OR BRONZE



[Click Here](#) to obtain the Membership Recognition Program form. Complete the form and return to RDC Headquarters by January 31.

Credits earned in 2015 will be "rewarded" in 2016.

Excellence credits will be awarded for:

- ✓ Committee Involvement
- ✓ WERC® Designations
- ✓ GDS Designation
- ✓ Attending RDC Webinars
- ✓ Contributing to the quarterly Market Data Reports
- ✓ RDC Meeting Attendance
- ✓ Authoring or contributing to Mobility articles
- ✓ Mentoring new members
- ✓ Hosting new members
- ✓ Recruiting new members
- ✓ Serving as speakers/moderators/roundtable leaders



◆2016◆
Spring May 17-18
Houston

Fall October 5
Washington DC

◆2017◆
Spring May 16-17
Atlanta

Fall September 27
Chicago

◆2018◆
Spring May 15-16
Dallas

Fall October 17
Seattle

◆2019◆
Spring May 7-8
Atlanta

Fall October 16
Boston

◆2020◆
Spring May 12-13
Houston

Fall October 28
Washington DC



RDC Member Reminders

With so many things to do near the end of the year, we wanted to be sure you didn't neglect to complete some tasks for your RDC membership.

1 RENEW Your Membership Dues

Please take a moment to renew your commitment to RDC. Plans for 2016 are well underway and we know you won't go wrong with your choice to continue your membership in RDC!

[Click Here](#) to RENEW!

2 ADD a Duplicate Listing

RDC is offering a duplicate member listing for your official licensed operating branch office.

[Click Here](#) for additional information and to ADD a duplicate listing!

3 VOLUNTEER and Get Involved

We have board members already working on plans for 2016 and we are eager to include you! Check out the list of our committees and let us know if you have any interest participating. We love to have you join us--and don't forget your get extra credits for the Member Excellence program.

[Click Here](#) to VOLUNTEER today!

4 YOU Ought to be in PICTURES!

Don't forget to upload your photo when you renew your 2016 member dues. The RDC Membership Directory is put in the hands of over 1,000 relocation decision makers. Be sure that you and your company are included.

[Click Here](#) to add your PICTURE!

5 PROMOTE Our Organization and Show Your Professionalism

Add the RDC logo to your e-mail signature and show everyone that you are an industry leader in corporate relocation!

[Click Here](#) to get the logo and PROMOTE both!

6 Excellence Credits Program

Complete your Membership Recognition form for all that you accomplished in 2015 and submit to RDC Headquarters by January 31.

[Click Here](#) to get EXCELLENCE form!

7 SUBMIT Quarterly Market Data Reports

If you want your company to **STAND OUT**, make sure to submit quarterly statistics on your market along with supporting data. Remember this reporting reflects on your market place and on your company.

[Click Here](#) to obtain the blank form and SUBMIT to HQ today!



Coming Soon...

RDC's Global Destination Specialist (GDS) Course

The Global Task Force Committee is currently developing a plan to conduct another GDS Course at the 2016 Spring Event in Houston. Registration will open in January—watch your e-mails and register quickly; there will be a limited number of seats available.

Don't miss this opportunity to expand your service offerings!

- Create a settling-in program!
- Earn new revenue streams!
- Gain entrée into corporate relocation opportunities!
- Put yourself ahead of the crowd!

Everyone is raving about RDC's GDS Course!

Here are just a few things people are saying...

"Excellent content. Information was well organized and well delivered. The amount of work all put into this project was clearly evident!"

"It benefits our industry as more qualified, trained destination services professionals enter the market creating greater competition and the potential for flexible service delivery options"

**Dwayne Waldrop, SCRIP, SGMS-T
TheMIGroup**

"By standardizing core services, RDC is driving the industry forward in providing a viable, thriving offering that delivers outstanding results. RDC has done a great job at listening to client and customer requirements and developing a scope of services that covers the end-to-end transition process."

**Linda Straw, Global Mobility
The Coca-Cola Company**