



**RDC**<sup>®</sup>  
*Connecting Global Mobility with Local Ability*

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Dear RDC Members,

*Thankful* is a small word but it means so much. What does the word “Thankful” mean to you? We are thankful for our members, sponsors and advisory board members. Each of you has helped assure the survival of the organization and the health of our membership for the long term.

We are thankful:

- For all the West Coast members for getting up early to attend our fall meeting.
- For Marc Krebs for an amazing meeting & compensation survey!
- For the members that volunteered this year. We love you!
- For Kathleen & Amy Gray for helping keep the Kitty Snelling Spirit Award a secret.
- And we could go on and on!

When you renew your membership, each RDC member has an opportunity to raise their hand (aka click “yes I want to volunteer”) to volunteer for a committee or task force. Our goal is to utilize every

hand that was raised to help RDC in 2017. We encourage you to reach out to anyone on the board if you are specifically passionate about volunteering and getting involved within RDC.

Thank you for allowing us to serve you in 2016,

*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!*





## 2016 RDC Fall Meeting Recap

RDC's 2016 Fall Meeting was held in Washington, DC, on October 5<sup>th</sup>, and provided our members with a full day of informative sessions, topical round tables, and memorable recognition of several members.

The meeting began with opening remarks from Worldwide ERC's President and CEO, **Peggy Smith, SCRP, GMS**. We then moved to the RDC Business Meeting where we were presented with a financial report, approved the 2017 RDC Board of Directors, and welcomed the first-time meeting attendees.

The opening session "The Impact of Relocation of Employee Productivity," moderated by **Sue Carey, SCRP, SGMS-T, SGDS** (Century 21 Kreuser & Seiler, Ltd.), and presented by **Mary Beth Nitz, SCRP, SGMS, GPHR** (Altair Global), and **Mark Lozano, SCRP** (Wells Fargo Bank, N.A.). Mary Beth and Mark provided key insights brought forward from Momentum Productivity Studies, a comprehensive transferee survey completed by Altair Global Relocation. Mary Beth presented the study findings by highlighting portions of the relocation process that caused a high impact on productivity. Mark presented the viewpoint of a participating corporate client with regard to the study itself and the steps taken after receiving their results.

The second session of the morning was a lively discussion on the topic "Millennials are from Mars, Baby Boomers are from Venus", with **Joan Thomas, SCRP, SGDS, GMS** (Wilkinson ERA); **Darren Wagner, CRP, GMS** (Lexicon Relocation); and **Ryan Watroba, CRP** (Coldwell Banker Prime Properties). The session discussed the different generations and how they communicate, and what the impact is on the mobility industry. The panelists discussed these differences from the perspective of their generation, and their industry segment.

After lunch, we offered the ever popular Roundtable sessions, which provided our members with the opportunity to select from nine topics, including "Pre-Decision Tour Perfection", "Creating Extraordinary Transferee Experiences Through Agent Training", and "Developing Your Business Through Referrals." Much thanks to the Roundtable Committee Chairperson, **Ann Anderson, CRP** (Berkshire Hathaway HomeServices N.E. Prime Properties), and the 18 members that facilitated the roundtables.

[Click Here](#) to access the top three ideas from each roundtable.

The final session of the day was a panel discussion from four of our RDC Past Presidents, titled "What Does the Future Hold... and is There an App for That?" The session was moderated by **Kathy Connelly, SCRP, SGDS, GMS** (Berkshire Hathaway HomeServices Georgia Properties – 2007 RDC President) and included **Beth Archibald, SCRP, SGDS, SGMS** (Archibald Relocation – 2012 RDC President); **Jo Lay, SCRP, SGDS, SGMS-T** (Baird & Warner Real Estate, Inc. – 2006 RDC President); and **Glenda Philpot, CRP, SGMS** (Coldwell Banker Residential Brokerage – 2004 RDC President.) The panelists provided their insights on a wide range of topics including current trends in the relocation industry, the use of technology, and what the future holds for those of us in relocation.

We would like to thank the 2016 Fall Meeting Chairperson, **Marc Krebs, CRP, GDS** (Coldwell Banker Residential Brokerage), and his committee for all their hard work in putting together another successful RDC meeting.

We look forward to seeing everyone at the RDC 2017 Spring Meeting in Atlanta, GA on Tuesday, May 16<sup>th</sup>.



## RDC Member News

### RDC Recognizes a New Lifetime Member

Congratulations to **Peggy Neldner** who was recognized at the RDC 2016 Fall Event in Washington, DC for achieving her Lifetime Membership with RDC.



### RDC Honors First Kitty Snelling Spirit Award

The Relocation Directors Council is pleased to announce that **Judy Gray** has been honored with the prestigious **Kitty Snelling Spirit Award**. The award, presented to Gray on October 5<sup>th</sup> during the RDC Fall Meeting, is named in honor of Kitty Snelling, an early RDC member and former chairperson.

Kitty Snelling was a role model during her 25-year career as a highly respected relocation director, industry leader, friend and mentor. During the award presentation, past RDC presidents **Kathy Connelly** (2007), **Sue Carey** (2010), **Joan Thomas** (2011), and **Beth Archibald** (2012) read portions of the nomination letter submitted for Gray. "She earned a reputation as a popular *go to* relocation director whenever there were problems to be solved... She is one who leads by example with humility and rallies others by serving them at every turn... Her influence on others and natural way of attracting, building and maintaining relationships cannot be overstated... Her motto -- value people, manage the decisions you make, and surround yourself with good people."

Please join us in congratulating Judy Gray and thanking her for her profound and lasting personal and professional impact on the real estate and relocation industry.

## 2016 Compensation Survey

During the 2016 Fall Meeting, we announced the completion of the **2016 Compensation Survey**, which is available for members to download from RDC's website. It is located in the Members Only section or [Click Here](#).



As noted on RDC's website, the purpose of the Compensation Survey is as follows:

*"Periodically RDC surveys its members for information on their salaries and benefits, company size and location, relocation department staffing and salaries, and other information that is helpful to its members."*

The 2016 Compensation Survey includes three sections:

- Section One – 2016 Survey Results
- Section Two – 2016 Results, Grouped by Region, Office Count and Agent Count
- Section Three – 2016 Results, Compared to Past Surveys (2011, 2006, 2003)

We would like to thank the 151 members that completed the 2016 Compensation Survey, which represents 56% of our membership. For comparison, 46% of the membership completed the 2011 Survey; 60% of the membership completed the 2006 Survey; and 79% of the membership completed the 2003 Survey.

RDC would like to acknowledge **Marc Krebs, CRP, GDS** (Coldwell Banker Residential Brokerage), and thank him for his work in compiling the 2016 Compensation Survey results.

## Market Data Reports

The market data reports for third quarter are now due!



Remember this reporting reflects your market place and 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. Many relocation management companies and corporates 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.

## THANK YOU TO OUR 2016 ADVISORY COUNCILS

### CORPORATE ADVISORY COUNCIL BOARD

- ❖ **Jamie Suarez, CRP**  
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- ❖ **Darren Wagner, CRP, GMS**  
Lexicon Relocation

Thank You to  
Our Sponsors





## Excellence Points

The Membership Committee designed the Member Recognition Program to award “excellence points” for members who go above and beyond in their contributions to RDC and/or their educational pursuits to receive recognition for their efforts.

## Congratulation to our Bronze, Silver and Gold Level Members!

### BRONZE LEVEL MEMBER EXCELLENCE

- Judy Alloway, CRP, GDS
- Kathy Connelly, SCRCP, SGDS, GMS
- Christopher Corley, CRP, SGDS, GMS
- Kelly Dewey, CRP, SGDS, GMS
- Ann Gioe, CRP, SGDS, GMS
- Annie Hamilton, CRP, GDS
- Jan Harbor, CRP, GDS
- Marc Krebs, CRP, GDS
- Susan Magenta, CRP, GMS-T
- Jane McWilliams, CRP, SDGS, GMS-T
- Pam Metzger, CRP, GDS
- Michelle Minotti, CRP, GDS
- Alicia Motter, CRP, SGDS, GMS

### SILVER LEVEL MEMBER EXCELLENCE

- Katie Adams, CRP, SGDS, GMS
- Caprice Atwell, CRP, SGDS, GMS
- Victoria Hamp, CRP, SGDS, SGMS-T
- Teresa Howe, SCRCP, SGMS
- Kay Webster Latham, CRP, SGMS
- Shawn Owens, CRP, SGDS, GMS
- Patricia Ann Pollard CRP, SGDS, GMS
- Connie Swenson, CRP, GMS
- Tina Swenson, SCRCP, SGMS
- Stephanie Quam, CRP, SGDS, GMS

### GOLD LEVEL MEMBER EXCELLENCE

- Beth Archibald, SCRCP, SGDS, SGMS
- Carol A. Kelly, SCRCP, SGDS, SGMS-T
- Nancy Harmann, SCRCP, SGDS, SGMS-T
- Tommy Steel, CRP, SGDS, GMS