



IN THIS ISSUE...

➤ Spring Event Recap	2
➤ M&M Program Recap	3
➤ Upcoming Events	3
➤ RDC New Mobile Event App	3
➤ RDC Sponsors	4

Letter from the RDC® Board President Patricia Ann Pollard, SCRП, SGDS, SGMS



I want to send a special thank you to each of you who invested time and resources in your career and future by attending the RDC 2018 Spring Event in Grapevine Texas. We had 149 members in attendance with 22

being first time attendees. We've had great feedback and positive survey results for both the RDC event and the Mentors and Masters Program.

Register Today for Our Fall Event

Wednesday, October 17th -- Seattle, Washington

We are in the midst of planning our Fall Event and recently learned that the host hotel will be The Sheraton Seattle. I would encourage everyone to make your hotel reservations. We have a goal of 155 attendees. We hope you plan on joining us!! [Click Here](#) to register!

Please be on the lookout for the proposed Apprentice Program voting ballot in your inbox the week of July 9th. The ballot will be accompanied by *The Key Points of the Apprentice Program* along with *proposed Bylaw changes* that will be implemented if the program is adopted. Make sure to cast your vote in a timely manner.

We owe thanks to the Apprentice Program Task Force Members. Their contributions to the thought process and candid feedback helped us define and shape the characteristics and guidelines.

- **Kathy Connelly, SCRП, SGDS, GMS**
Berkshire Hathaway HomeServices Georgia Properties
Atlanta, GA
- **Jo Lay, SCRП, SGDS, SGMS-T**
Baird & Warner Real Estate, Inc.
Chicago, IL
- **Sue Kwasneski**
Coldwell Banker Premier Realty
Las Vegas, NV
- **Liz Oakley, CRP**
Better Homes and Gardens Real Estate Florida 1st
Fort Lauderdale, FL
- **Tina Swenson, SCRП, SGMS**
Ebby Halliday Realtors
Dallas, TX

Although it is the busiest season of the year for most of us, I hope you are able to enjoy your summer. I look forward to seeing you in Seattle where we will re-visit this year's topic, *"Make it Happen, Testing the Limits of Your Comfort Zone."* Come prepared for a great RDC event filled with opportunities to learn, share, grow, network and collaborate.

In closing, I want to wish everybody a great upcoming 4th of July filled with family, friends, fun and of course food!

❖ **"The biggest rewards in life are found outside your comfort zone. Live with it. Fear and risk are prerequisites if you want to enjoy a life of success and adventure."**

—Jack Canfield

❖ **"I'm not telling you it's going to be easy, I'm telling you it's going to be worth it."**

—Anonymous

❖ **"Risk, then, is not just part of life. It is life. The place between your comfort zone and your dream is where life takes place. It's the high-anxiety zone, but it's also where you discover who you are."**

—Nick Vujicic

Make it Happen

TESTING THE LIMITS OF OUR COMFORT ZONE

RDC Spring Event Recap

RDC members joined together for several eventful days at the Gaylord Texan Resort in Grapevine, just outside of Dallas. As always, our time together was jam-packed with education, networking, and collaboration.

This year, we started with an informal RDC member Meet & Greet on Monday night where we had a chance for members to interact prior to our event that started on Tuesday. This was our 62nd event since the organization was founded by our charter members in 1980.

The agenda included the following guests:

- **Peggy Smith, SCRCP, SGMS-T**, Worldwide ERC
- **Betsy Roche, CRP, GDS**, Weichert Workforce Mobility
- **Ted C. Jones, Ph.D.** Stewart Title Company
- **Joan M. Brady SCRCP, GMS**, Morreale Brady Malone & Cwik, P.C.
- **Rob Johnson, SCRCP, SGMS-T**, Altair Global Relocation
- **Shelley Giles, SCRCP, GMS**, Tenent Healthcare
- **Krystie Wagoner**, Altair Global Relocation
- **Julie Coleman**, Shell
- **Tracy Hayes**, CWS Housing
- **Joshua Tucker, CRP**, Century 21 Award
- **Tammy Vlah, CRP**, Watson Realty Group



RDC attendees building a culture of service.

Members learned from **Betsy Roche, CRP, GDS** about delivering “legendary service” in an interactive session about building an unforgettable culture of service. **Dr. Ted C. Jones** followed with an economic update and a review of the impact of the 2017 Tax Reform on relocation. In the final session, members and guests shared insights into the realities of maintaining business continuity in the midst of a disaster. This panel included **Tess Chaney, CRP, GMS; Julie Coleman, Tracy Hayes, Tammy Vlah, CRP**, and **Joshua Tucker, CRP**.

Additionally, RDC was excited to introduce a very successful event app during the meeting. The Yapp App included a roster of attendees, a schedule of events, a social feed, sponsor information, ability to upload photos of the event, and provided attendees with the means to give feedback on each session. The app also contains all the handouts from the session and is still available, [Click Here](#) to download.

In keeping with our overall theme “**Make It Happen**,” our roundtable segment did just that! Our wonderful table moderators made it happen with many interesting topics ranging from Agent Training and Business Development to Affinity Programs and many more. Hopefully everyone walked away with some great ideas to take home to their own relocation departments. If you would like to learn more, each table topic/handout can be found in the Event App under Schedule/Rountables.

The meeting concluded in a networking dinner at the Riverwalk Cantina Restaurant where we were joined by clients and sponsors. On Wednesday, RDC members joined with other Worldwide ERC conference attendees for our 2018 Mentors & Masters Program.

All in all, attendees learned and networked from hundreds of people touching every perspective of the relocation industry. Thanks to all our guests, speakers, panelists, moderators, and volunteers who gave selflessly of their knowledge and effort to make this happen.



Past Presidents of RDC, Sue Carey and Marie Montchal joined us in Dallas at the Spring Event.



M&M Recap

Once again RDC members joined with other Worldwide ERC® conference attendees at the 2018 Mentors & Masters

Program, “Meet the Masters”. This program is an opportunity for relocation professionals at all levels of knowledge to extend their conference experience.

May Caffi, Marriott International, was the featured keynote speaker. May shared her insights from the corporate perspective, “During the Biggest Time of Change for the Relocation Industry – What’s next.” Following her presentation, a panel of “Masters” that included **Fran Cashion**, Better Homes & Gardens Kansas City Homes; **Catharine Pappas, CRP, GDS**, Dickens Mitchener Real Estate; and **Ginny Taylor, CRP, SGMS**, Coldwell Banker Apex shared their knowledge, experiences and insight into effectively managing a relocation division.

The day was capped off with roundtables that included, among others “Cultivating RMC Partnerships,” presented by **Pam Jacknick** of NEI Global Relocation, RDC’s RMC Advisory Council member. Pam discussed the future opportunities in relocation and training your agent team for success.

You may review all the handouts from the roundtables by visiting the RDC Mobile App.

RDC Has an App for That... and It Is Useful All Year Long



The features of our new event app are beneficial to you during and after each event, whether you attended or not. Take a moment and simply follow these instructions to have access to the app:

- Visit <http://my.yapp.us/RDC18SPRING> on your device and follow the instruction on the page.
- You’ll be asked to install Yapp from the app store.
- Once completed, open Yapp and RDC Spring Event will appear.

Please familiarize yourself with this app, as it was very successful at our Spring Event, and we plan on using it again for the Fall Event.

RDC Educational Webinars

Thank you to those who participated in our first RDC webinar of the year that took place on May 24th. The RDC Education Chair, **Kirsten Abney, CRP** and RDC President, **Patricia Ann Pollard, SCRP, SGDS, SGMS** provided the “RDC’s National Market Trends and Topics.”

In case you missed it, [Click Here](#) to watch the recording. Please note that this is on the Members Only portion of our website, so you will need to log into the site with your username and password.

Join us for the next educational webinar on Thursday, August 9th starting at 2:00 pm CT. The topic is **The Relocation Industry: Is it an Evolution or Revolution?** Industry disruption, more stringent requirements, new business models, and new lead generation platforms continue to emerge at a more rapid pace than ever before. Join us to hear perspectives on how to manage and embrace the changes impacting our industry to maintain and/or grow revenue contributions to your company. Our presenters are **Kathy Connelly, SCRP, SGDS, GMS**, BHHS Georgia Properties and **Jo Lay, SCRP, SGDS, SGMS-T**, Baird & Warner Real Estate.

[Click Here](#) to register



RDC's Global Destination Specialist Certification Class

Tuesday, October 16th – Seattle, WA

This course is being conducted before the RDC Fall Event. It will take place at Windermere Relocation. Transportation will be provided to all registrants.

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

Please e-mail rdc@gss.net if you have any questions pertaining to the course. [Click Here](#) to register.

Thank You to Our 2018 Spring Sponsors



Relocation Specialist Software,
a Constellation Web Solutions, Inc. Company



LEASE PURCHASE PROGRAM

