



# Welcome to the HDI Central Florida Chapter!

**Event Sponsor for 12/11/18:**



- 5:30 PM – 6:00 PM: Registration & Networking
- 6:00 PM – 6:20 PM: Chapter Items & Introductions by Sponsors
- 6:20 PM – 6:40 PM: Dinner
- 6:40 PM – 7:25 PM: Presentation by Thomas Murray/Q & A
- 7:25 PM – 7:50 PM: HDI Analyst of the Year Award
- 7:50 PM – 8:00 PM: Drawing Prizes & Wrap Up



## Thank You To Our Sponsors!

### Gold Sponsors

**cherwell<sup>®</sup>**

**easyVISTA<sup>™</sup>**

**ManageEngine**  
a division of Zoho Corp.

**rh** Robert Half<sup>®</sup>  
Technology

 **serviceaide<sup>®</sup>**

 **TOPdesk**

## Upcoming Events

- **Tuesday, 2/12/19:** @UCF FAC. Two presentations by Rae Ann Bruno! “Increasing Service Desk Efficiency” and “Internal Marketing: What have you done for me lately?”
- **Tuesday, 3/12/18:** @UCF FAC, Sponsored by Serviceaide! Topic TBD.
- **Monday, 4/8/19:** @UCF FAC. Kirk Weisler! Topic TBD.
- **4/9/19 – 4/12/19:** HDI Annual Conference in Orlando!



# What's Hot at HDI

## HDI's Membership Model is Evolving!

With the new, evolved model, you will still have access to top [industry research and resources](#), [local chapters](#), and HDI's online community – [HDIConnect](#) – where you can network, collaborate, and learn from the best. The only difference? **Your HDI Community Membership is now complimentary!**

Visit our website to learn more and to opt in to your complimentary HDI Community Membership!

[ThinkHDI.com/membership](http://ThinkHDI.com/membership)

***\*All paid members will continue to receive access to their benefits, like member-only discounts until your membership expires.***

## What's Hot at HDI

### Upcoming HDI Webinars

- Tuesday, December 11, 2018 • 11:00 – 12:00 MT
  - [How Assisted Self-Service Will Power Up Support](#)
  - Speakers: Roy Atkinson and Christopher Savio
  - **Cost: FREE**

### Upcoming HDI Conferences

- HDI Conference & Expo | Save the Date: April 9-12, 2019 | Orlando, FL
  - Super Early Bird Savings = Up to \$600 Off + FREE 1-day Workshop if you register by December 14th!
  - [www.HDIConference.com](http://www.HDIConference.com)



# What's Hot at HDI

## **Customer Service Rep Online: Refreshed and Updated**

HDI's CSR online course has been updated with the latest in best practices, standards, and knowledge including:

- How to assess customer business needs and exceed customer expectations
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- How to identify and defuse challenging customer behavior

Register by December 15, and you can get 15% off your order if you use the promo code: CSR15 Visit [ThinkHDI.com/CSR](http://ThinkHDI.com/CSR)

## Call for HDI Local Chapter Officers



## Our Esteemed Speaker!



**Thomas Murray**

Branch Manager and Area Vice President for Robert Half Technology

**“Workplace 2025: What’s your future staffing strategy?”**





## Analyst of the Year

Finalist	Organization	Nominating Manager
LaQuita Chandler	Health First, Inc.	Joe Alexander
Alex Shuster	Lockheed Martin Corporation	Sue Giliberti

## Door Prizes!

**Thank You!**