



Welcome to the HDI Central Florida Chapter!

Event Sponsor for 3/19/19:  serviceaide®

5:30 PM – 6:00 PM: Registration, Networking, Start Dinner

6:00 PM – 6:20 PM: Chapter Items & Introductions by Sponsors

6:20 PM – 7:20 PM: Presentation by Rich Graves/Q & A

“The Bots are coming! A practical overview of Virtual Agents and how they can modernize support”

7:20 PM – 7:50 PM: Tour of new HDI website & HDIConnect

7:50 PM – 8:00 PM: Drawing Prizes & Wrap Up



Thank You To Our Sponsors!

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Upcoming Events

- **Monday, 4/8/19:** Kirk Weisler presents "Can you SPOT-IT? Looking for things that matter most on your journey of Learning, Leadership, and Life." @ UCF FAC
- **4/9/19 – 4/12/19:** HDI Conference & Expo in Orlando!
- **Wednesday, 6/12/19:** Topic-based Round Table Discussions @ Health First Business Center, Building B
- **Thursday, 9/12/19:** Sponsored by TOPdesk! @ UCF FAC
- **11/11/19 – 11/13/19:** Service Management World in Orlando!
- **Tuesday, 12/10/19:** HDI Annual Awards! @ UCF FAC



What's Hot at HDI: Open Community

Welcome to the New HDI Community!

Have you heard? **The HDI membership community is now complimentary!** If you haven't joined yet, what are you waiting for? For **ZERO dollars**, you gain access to:

- ✓ [HDIconnect](#) – Check out the new look and features!
- ✓ [Practices & Salary Reports](#)
- ✓ [Monthly research, toolkits and trend reports](#)
- ✓ Additional discounts to events and training
- ✓ Also be sure to learn more about [HDI's Local Chapter network and membership!](#)

ThinkHDI.com/community

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



Local Chapter Membership for just \$149

Half the price of your old membership. You'll have access to your local chapter activities, meetings, networking, and yes, fun!

- o Special \$150 discounts on HDI's conferences
- o Special 5% discounts on training
- o Free job board postings



JOIN THE R-EVOLUTION!



There are so many benefits of being a member of the HDI Local Chapters, such as training/certification and networking with other people in the industry. I have grown so much over the years in my knowledge of the industry because of my involvement with HDI not only on a national level but on a local chapter level as well. - *Ashley Webb*

www.HDILocalChapters.org

Benefits	HDI Community Membership	Local Chapter Membership
Networking Benefits		
HDI Connect	★	★
HDI Research* <small>Practices & Salary - Trend Reports</small>	★	★
HDI Resources* <small>Toolkits & Templates</small>	★	★
Financial Benefits		
Free Job Board Postings - \$25 value		★
\$150 discount at HDI Annual Conference		★
\$150 discount at HDI Service Mgmt World		★
5% discount on HDI Training Events		★
**Discounts at Local Chapter Events - \$\$\$		★
Total Cost	Complimentary	\$149 per member

*HDI Research and Resources can be found on HDIConnect. **Chapter discounts may vary by location.



Local Chapters

Local Chapter Membership for just \$149



Local Chapter Membership

Available to Everyone

\$149.00 /
Year

Annual
Membership

MEMBERSHIP BENEFITS:

1. Discounts at HDI Conference
2. Discounts at SMW Conference
3. Discounts at Chapter Events
4. Discounts on HDI Training
5. Discounts on Our Job Postings
6. Networking Opportunities
7. Access to Industry Resources

SIGN UP

www.HDILocalChapters.org



Where is the value going to be?

Benefits	HDI Community Membership	Local Chapter Membership
Networking Benefits		
HDI Connect	★	★
HDI Research* Practices & Salary - Trend Reports	★	★
HDI Resources* Toolkits & Templates	★	★
Financial Benefits		
Free Job Board Postings - \$25 value		★
\$150 discount at HDI Annual Conference		★
\$150 discount at HDI Service Mgmt World		★
5% discount on HDI Training Events		★
**Discounts at Local Chapter Events - \$\$\$		★
Total Cost	Complimentary	\$149 per member

Represents \$600.00 + in discounts

What's Hot at HDI: HDI Conference & Expo!

Upcoming HDI Conferences



- HDI Conference & Expo | April 7-12, 2019 | Orlando, FL – Omni Rosen | Register at www.HDIConference.com
 - **Discounts! So many ways to save:**
 - **HDIVIP = Code for \$200 discount on your conference registration.**
 - Current HDI Members still receive their \$200 discount
 - Paid Local Chapter Members receive a \$150 discount and their local chapter receives \$50 for your registration: contact your local chapter for the discount code
 - Non-HDI Members should use code **LCCF**
 - Announcing keynote speaker: Robert Van Winkle, a.k.a Vanilla Ice! Learn about his ultimate evolution, and yes, he will be performing at the conference party!
 - **Conference Connectors:** Great way for you to meet new prospective members in your region!
- Service Management World | Save the date: November 11-13, 2019 | Orlando, FL – ChampionsGate | www.smworld.com

What's Hot at HDI: Training!

HDI Training

- Start the year out by investing in **you and your team!**
- Visit ThinkHDI.com to view HDI's current training schedule
- Current HDI Members received a \$100 discount on public, virtual training, and pre-conference training
- Paid HDI Local Chapter Members receive a 5% discount on all registration based training
- The local chapter for these paid members receives \$50 for every public, virtual or pre-conference registrant and \$25 for every online training registrant
- **Be sure to use your local chapter code!**

What's Hot at HDI: Chapters Hosting Public Courses

- HDI is offering Local Chapters the opportunity to sponsor HDI training and certification courses in their market.
- By sponsoring a course, the Local Chapter earns money for their chapter. This program is intended to be a collaboration between HDI and the Local Chapter, whereas, marketing and selling training seats is a joint effort.

Earn money for the Local Chapter to use its discretion

- \$1,000 for sponsoring the course for any multi-day course or \$500 for a one-day course. There must be a minimum of 8 students for a course to be confirmed and run.
- If students register and enter the Local Chapter Code, HDI will pay the Chapter \$50 per registrant

Call for HDI Local Chapter Officers



Our Esteemed Speaker!



Rich Graves

“The Bots are coming! A practical overview of Virtual Agents and how they can modernize support”

Tour of the new HDI website & HDIConnect



Joe Alexander

Door Prizes!

Thank You!