

Agenda

12:30 PM - 12:35 PM EST:

Welcome & HDI News

12:35 PM - 12:40 PM EST:

HDI Award Presentation

12:40 PM - 1:20 PM EST:

Presentation by Shara Hutchinson:

**“Navigating Change...While Keeping Yourself,
Employees And Customers Happy”**

1:20 PM - 1:30 PM EST:

Questions & Answers

1:30 PM - 1:30 PM EST:

Wrap Up

Thank You To Our Sponsors!



Upcoming HDI Events

- **Week of May 16, 2022:** SupportWorld Live in Las Vegas @ MGM
- **Week of November 14, 2022:** Service Management World in Orlando @ ChampionsGate

2022 HDI Local Chapter Discounts and Revenue Share

- To compensate the HDC Local Chapters for their efforts in marketing HDI training and events, HDI will continue to provide member discounts and revenue sharing incentives in the following ways:
- HDI Training and Certification:
 - 5% discount per HDC Local Chapter Member on virtual and online training offerings.
 - Virtual training – An HDC Local Chapter will receive a \$50 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been employed at the time of purchase
 - Online training – An HDC Local Chapter will receive a \$25 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been used at the time of purchase.
- HDI Events:
 - \$150 discount per HDC Local Chapter Member to SupportWorld Live and Service Management World. Local chapter code must be used at time of purchase.
 - An HDC Local Chapter will receive a \$50 revenue share for every paid registration for an HDI conference when the local chapter promotional code has been used at the time of purchase.
- Payment and Reconciliation:
 - Local chapter promo code usage will be audited within 30 days of SupportWorld Live. Local chapter payments for promo code use will be sent within 90 days of the conference.
 - Local chapter promo code usage for HDI training and certification will be audited quarterly and payment will be sent within 60 days of the end of each quarter.

Check Out Our 2022 Training Course Calendar!

Invest in the retention of your teams and
accelerate onboarding in 2022!

- [HDI's 2022 Course Calendar](#) is filled with our most popular courses, delivery methods, and new options to challenge you and your team, as you work towards taking your career to the next level.
- **Reminder:** Local Chapter Members receive a 5% discount on all live virtual, online and private group training – when you use your chapter code.

Good for your team. Good for your customers. Good for your career.

2022 HDI Central Florida Chapter Award Nominees

HDI Best Service and Support Analyst

Eric Donat: Health First

Ryan Druhan: Kelly Services

David Higgins: Orlando Health

Lawrence Hill: Health First

Anthony Ramaglia: Lockheed Martin Corp.



2022 HDI Central Florida Chapter Best Service and Support Analyst Award Winner

David Higgins
Orlando Health



Our Esteemed Speaker



Shara Hutchinson

**“Leading Through Change While Keeping
Your Employees and Customers Happy”**

Thank You!