

Agenda

12:30 PM - 12:35 PM EST:

Welcome & HDI News

12:35 PM - 1:20 PM EST:

Presentation by Matt Beran:

“Getting answers from your surveys and feedback: Demystifying User Research”

1:20 PM - 1:30 PM EST:

Questions & Answers

1:30 PM - 1:30 PM EST:

InvGate Prize Drawing!

Thank You To Our Sponsors!

Gold Sponsor



HDI National Sponsors



Silver Sponsor



Bronze Sponsor



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
- Planning additional Local Chapter Events for 2022!

SupportWorld Live Keynotes

SupportWorld Live's keynotes are as entertaining as they are enlightening—promising to leave you fueled and motivated both personally and professionally.



**Randall Jaynes & Blue
Man Group**

Expectation and the
Predetermined Outcome: A
View Through the Blue



Wayne Lee

The Great Programmable
Subconscious: Using
Hypnosis to Set Your GPS
for Success

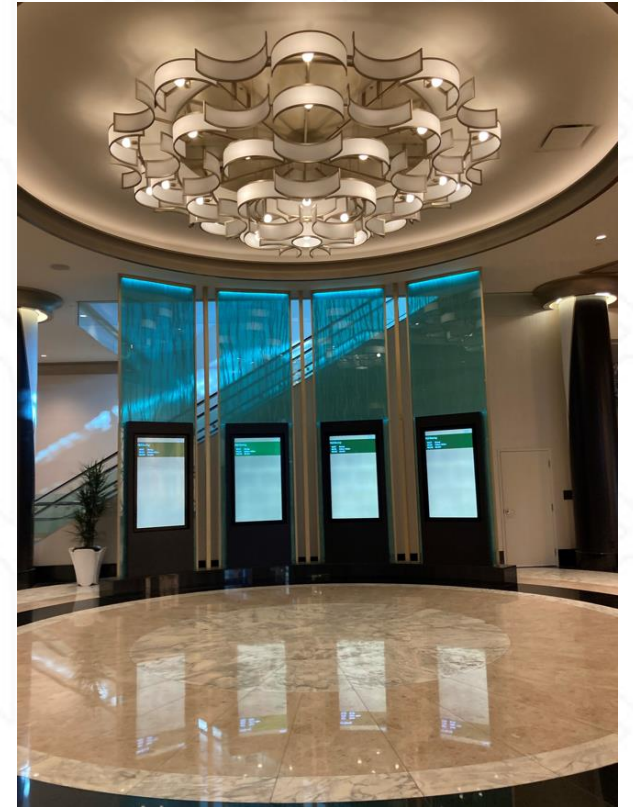


Jenn Lim

Beyond Happiness: Why
Purpose Is the Secret to
Team Performance

SupportWorld Live 2022 – What's New?!

- Timely and Impactful Workshops, Tracks, Conference Sessions, Speakers and Solution Spotlight Sessions
- Keynote Speakers! They will inspire, inform and entrance!
- New Training Courses centered around Experience Management and ITIL
- Location! The MGM has been renovated since we were there in 2018.
- Unparalleled Networking including the Hakkasan Conference Party – The HOTTEST nightclub in Las Vegas!
- Global Service and Support Award Program



SupportWorld Live 2022 – We want you there!

- New group policy: Buy 3, get 1 free!
- \$300 Discount for Promo Code JOINUS
- MGM Room Rate = \$134/night
- Meeting room available for teams
- \$100 credit for team dinner at MGM property
- As always, breakfast, lunch, receptions and coffee breaks cut down on non-hotel/airfare expenses
- MGM is only a 15-minute drive from airport = low taxi fare



Reminder: 2022 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 paid HDC Local Chapter Member on virtual and online training offerings. **Please email hdi.cfl@gmail.com for discount code.**
 - 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. **Central Florida Local Chapter code is LCCF.**
 - 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. **Central Florida Local Chapter code is LCCF.**
- HDI Events:
 - \$150 discount per paid HDC Local Chapter Member to SupportWorld Live and Service Management World. Local chapter code must be used at time of purchase. **Please email hdi.cfl@gmail.com for discount code. Central Florida Local Chapter code is LCCF.**
 - 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. **Central Florida Local Chapter code is LCCF.**



HDI Announcement



HDI's Central Florida Chapter

is a winner of

HDI's Circle of Excellence Award for 2021!

Our Esteemed Speaker



Matt Beran

“Getting answers from your surveys and feedback: Demystifying User Research”



**Prize Drawing
for
Beats Studio Buds Wireless
Noise-Cancelling Earphones!**