

Agenda

12:30 PM - 12:40 PM EDT:

Welcome & HDI News

12:40 PM - 1:20 PM EDT:

Presentation by Ben Howell:

**“Creating an Ecosystem for ITSM Success:
Lessons from Industry Leaders”**

1:20 PM - 1:30 PM EDT:

Questions & Answers

1:30 PM - 1:30 PM EDT :

Wrap Up & Survey

Thank You To Our Sponsors!

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HDI National Sponsors



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Upcoming HDI Events

- **Thursday, September 14, 2023 (Web Conference), 12:30 PM - 1:30 PM EST:** Celebrated speaker and trainer, **Rae Ann Bruno** of Business Solutions Training and a Certified HDI Instructor, will present "Cultivating a Culture of Engagement in the Hybrid Workplace"!
- **Thursday, October 5, 2023 (Web Conference), 12:30 PM - 1:30 PM EST:** **Doug Rabold**, four time Top 25 Thought Leader and CX Influencer, International Speaker, Author, Certified Trainer, and Chairman of the Board for HDI Local Chapters, will present "Customer Experience and Customer Service - What's the Difference?", covering the differences between the two and key metrics associated with each!
- **Saturday, November 11 2023 - Wednesday, November 15, 2023: Service Management World!** This annual HDI Conference will be held at the Loews Sapphire Falls Resort at Universal Orlando. Registration goes live week of June 20. Registration deadlines: 8/4 - Super Early Bird; 9/29 for Early Bird.



Next LiveStream is
Wed June 21st 4pm PT/7pm ET
Examining the Multigenerational Workforce
Guest - Jessica Green, Robert Half
Minneapolis branch
Host - Tom Wilk

9 facts managers need to know to better
recruit, motivate and retain today's
professionals

LiveStream is planning a reboot.

If you would like to join Tom Wilk, Rocky McGuire, Maddie Blumenstein - email
livestream@hdilocalchapters.org

HDI Training - 'Summer School' Discounts!

Invest in the retention of your teams and
accelerate onboarding!

- **Live Virtual Training:** Register two or more students together for the same course and receive a discount of 15% per registration.
 - Request this discount through your Account Executive.
[\[https://reg.thinkhdi.com/Training-Contact-Us\]](https://reg.thinkhdi.com/Training-Contact-Us)
- **Online Training:** Save 10% off any online course.
 - Use code: SUMMERSCHOOL
 - Courses include: Support Center Team Lead, Desktop Advanced Support Technician, Support Center Analyst, Customer Service Representative, KCS Foundation, KCS Principles

HDI Training - 'Summer School' Discounts!

- [HDI's 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.

Reminder: 2023 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. **Central Florida Local Chapter code is LCMCF.**
 - Virtual Classroom 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 LCMCF.**
 - On-Demand 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 LCMCF.**
- 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 LCMCF.**
 - 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 LCMCF.**

Our Esteemed Speaker



Ben Howell

**“Creating an Ecosystem for ITSM Success:
Lessons from Industry Leaders”**



Smarter Service. **Better Business.**