

HDI NE Regional Conference Call Minutes

Date: 04/17/07

Time: 12:00 EST

Notice: [THIRD Tuesday of each month: 877-228-3600, pass code 196443](#)

INVITED PARTICIPANTS

	Chapter Name	Attendees	# Attending
1	Baltimore	Dale Wells	1
2	Connecticut	Larry Richard	1
3	Delaware Valley	Marie Clark, Barbara McKinnon, Lou Eggert	3
4	Hudson Valley		
5	New England	Jeremy Kurtz, Chris Dunbar	2
6	New Jersey	Ritu Sharma	1
7	New York	Jeff Liddy, Kevin Staley, Liz Anderson	3
8	Central & Upstate NY	Al Padeletti, Mike , Kelly McLaughlin	3
9	Washington DC	Sandy Seroskie, Sam Smith, Wanda Gregory	3
10	Susquehanna Valley	Brenda Dersham	1

MEETING AGENDA

	Topic Description	Presenter
	Open Meeting – Roll Call	Virginia
	NE Regional Summit Expenses	Virginia
	Conference Booth schedule	Discussion
	Conference Regional Get Together	Virginia/Cynthia/Lou
	Regional Analyst of the Year Expenses	Virginia
	What do you do with your awards?	Discussion
	Favorite Speaker in 2006	Discussion
	Tips – Business Cards, post card mailings	Jeremy Kurtz

OPEN ACTION ITEMS

	Action Item	Owner	Status
	Analyst of the Year Judging	Virginia	Completed
	Summit expenses	Virginia	Near completion

NEW ACTION ITEMS

	Action Item	Owner	Status
	Speaker contact info	Officers	
	Post speaker contact info to Regional Website	Lou Eggert	
	Regional get together invite	Lou Eggert	Completed

DISCUSSION POINTS:

Old Business

NE Regional Summit Billing – All but one or two chapters have paid. Complete/ updated report requested from Capital Area chapter.

NE Regional Analyst of the Year -- by unanimous judgment: Oyebimpe Oyelese of the Capital Area chapter. There were six judges who participated on interviews with six candidates. Each judge contributed a set of questions which were discussed and narrowed down in a conference call. The judges asked two

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questions each in two rounds with four judges on each interview call. The Regional Director facilitated several of the interviews, but did not vote. The judges' vote was unanimous.

NE Regional Get Together at the Conference – invitation will be sent out for distribution to chapter members

- May 1, Tuesday
- 5:30pm – 7:30pm
- Silk A & B rooms at "The Hotel" in Mandalay Bay
- Cocktail reception

New Business

Awards – What do you do with your awards?

- DelVal – president is custodian of all earned awards and takes them to each meeting to display on the registration table.
- Capital Area – each award resides with the corresponding officer and is taken to the meetings for display at the registration table.
- Circle of Excellence logos are displayed on newsletters, websites, meeting notices

Speakers –

Who was your favorite speaker in 2006? All contact info will be sent to Virginia and posted on the NE Regional website by Lou Eggert.

New England, Connecticut –

Allison Babb – Mohegan Sun; "My Co-workers are Driving Me Nuts!"

Delaware Valley, New Jersey –

Julie Mohr; topics include management, career development, developing strengths

Connecticut, Delaware Valley, Capital Area –

Leslie O'Flahavan; "Exceptional Customer Service in E-Mail," writing skills

New York –

Lisa Welsher, "A New Angle on Process"

Mike Trotter, "10 Critical Success Factors in Customer Care"

New Jersey –

Joel Ramseyer – Diagonal Group; team building

Capital Area –

Justin Damelin, Microsoft – Overview of Vista

Virginia Scuderi, Competitive Advantage, Inc.; ITIL Overview and discussion facilitation in SLA/OLA, team building

Central & Upstate NY – has held two meetings, the last was a panel discussion on Knowledge Management and Staffing

Susquehanna Valley – holds its first meeting on May 10. It will be a networking meeting with a "Treasure Hunt" ice breaker

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Tips –

Thank you, Jeremy Kurtz (New England) for your suggestions on marketing the chapter:

US Postal Service for sending postcards to members – www.USPS.com will:

- upload images and design a postcard
- upload mailing list
- sort, print and mail
- about 40cents each

Business Cards:

- www.gotprint.com
- about \$500 for 500 glossy cards
- also can get cards printed at FedEx Kinkos

New England also burns mini CD business cards for about 80 cents each

- includes website access, contact info and 2 minute video

Jeremy suggests setting a goal for distribution: “give away 20 business cards in a one month period” to get used to finding the opportunities.

Close Meeting

The next conference call will be:

Tuesday, May 15, 2007 12:00 EST

877-228-3600 code 196443