

SRRC SPRING 2014 CONFERENCE

Conference Agenda - Thursday, March 20 & Friday, March 21



**The Customer Experience:
Make Someone Happy**

Day 1		Thursday, March 20
10:00AM - 11:45AM St. George 106	GROUPS	Corporate Attendees - Roundtable Discussion
10:00AM - 11:45AM St. George 112		Service Provider Attendees - Roundtable Discussion
11:45PM - 1:15PM Location: Castillo Fort		<p>Registration and Network Luncheon</p> <p><i>New Members & 1ST Time Attendees Meet Guide/Concierge At Registration For Lunch</i></p>
1:30PM - 2:30PM Location: Orange Blossom Ballroom		<p>Keynote Speaker</p> <p>Presented by: Lance J. Richards, GPHR, SPHR, HRMP</p> <p>A sought-after HR Strategist and Futurist, Lance is both an educator and advisor on the evolution of the workforce and the workplace, as well as a frequent speaker and an accomplished author.</p> 
2:30PM - 2:45PM		Break/Door Prizes
2:45PM - 3:45PM Location: Orange Blossom Ballroom		<p>Transferee's POV</p> <p>Presented by: Stacy Oliver-Knapp</p> <p>A high energy session explaining a typical relocation from the transferee's point of view as presented by front line specialists in the industry segments. Hear from a relocation consultant, a mortgage loan officer, a real estate relocation director, a temporary living provider, a household goods coordinator and a family services expert about the real process of relocating, from the transferee's point of view!</p>
3:45PM - 4:00PM		Break/Door Prizes
4:00PM - 4:55PM Location: Orange Blossom Ballroom		<p>Scholarship/Charity</p> <p>Presented by: Sherry Ross</p> <p>Our fireside chat is back! Listen to the inspiring stories of SRRC's two scholarship recipients.</p>
4:55PM - 5:00PM		Wrap Up/Door Prizes - Must be present to win!
5:45PM - 10:00PM Location: Castillo Fort		<p>Evening Dinner Event at The Gaylord Resort</p> <p>Dress is resort casual</p>

Day 2

Friday, March 21



**The Customer Experience:
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7:00AM - 8:00AM
Location: Castillo Fort

Breakfast Buffet

8:00AM - 8:10AM
Location:
Orange Blossom
Ballroom

General Session

8:15AM - 10:30AM

Team Learning Centers

Learn from the subject matter experts about three of the most critical topics in the industry.

St. George
106

Trends in Domestic
Relocation Policies

Moderator:
Russ Haynie -
Brookfield GRS

Become informed about the upcoming trends and changes to domestic policy and how it will affect your company or your clients.

St. George
112

Southern Economic
Development

Moderator:
Dr. William
Seyfried -
Rollins College

Join Rollins' Crummer School of Business economist, professor and speaker for an economic overview.

St. George
102

Mortgage Update

Moderator:
Sherry Ross -
Wells Fargo

Hear a timely and informative update about the legislative and practical changes in the mortgage industry.

10:30AM - 10:45AM

Morning Break & Door Prizes

10:45AM - 11:45AM
Location:
Orange Blossom
Ballroom

Corporate Panel Q & A

Moderated by: Ed Marshall of IMPACT Group

A lively panel discussion wraps up the conference as corporate representatives from four organizations field your questions and discuss their programs and policies. We welcome Cathy Dick from SunTrust Bank, Pam White from FIS, Heather Iden from Mahle Behr, Lorraine Rutenberg from DHL, and Lisa Eckelkamp from Cummins Inc

11:45AM - 12:00PM

Closing & Door Prizes