

MDRT ALL STAFF MEETING SUMMARY

March 15, 2019

MDRT Headquarters

Park Ridge, Illinois, USA

An all-staff meeting of the Million Dollar Round Table was convened by CEO **Steve Stahr** on March 15, 2019, at 9 a.m.

MIDYEAR MEETING RECAP

Stahr shared an update of the 2019 Midyear Meeting with the Executive Committee. The team, which met in Sydney, Australia, and included Managing Director **Barbara O'Connor**, Stahr and the Executive Committee, was intended to review the organization for the coming year and set strategy. Stahr thanked all who were involved in the planning and cited good advance work, enabling them to focus on the business at hand. Specifically:

- a) O'Connor and Stahr had an opportunity to check out the convention center that will serve as the location for the MDRT Global Conference; Stahr thanked Director, Meeting Services **Jeanne Malone** and her staff for laying that groundwork.
- b) Meeting assignments and the kill list are out. MDRT got seven of 13 kill list items, and will be working to get some more winners on that list. Stahr thanked all for a job well done.
- c) The Executive Committee looked at leadership criteria, given the new volunteer structure. They approved a recommendation for a tracking system for badges for the Global Conference to help identify which sessions people attend to discover areas of interest.
- d) Implementation of the China strategy has begun. MDRT is staffing up in China, with negotiations underway for the Executive Director position in the region.
- e) The Executive Committee is considering the development of a strategy in Latin America in order to further penetrate the market and grow MDRT membership.
- f) The MDRT Academy continues to evolve in terms of the app functionality and membership growth.
- g) MDRT will attend the GAMA International meeting and will host a breakfast to showcase the MDRT Academy and the MDRT app. GAMA is a leadership and management association focused on training and development.

h) The MDRT Foundation approved a five-year management agreement. At a level better than the 20 percent benchmark, the MDRT Foundation is considered best-in-class.

NOMINEE ORIENTATION

Stahr updated staff on the orientation of Executive Committee Nominee **Peggy Tsai, RFP, CFP**, scheduled April 25 and 26, reconvening Saturday, April 27. Tsai is excited about the nomination and is looking forward to her new role. Stahr, O'Connor and an interpreter will begin the orientation with dinner with the group on the 25th, followed by an all-day meeting on the 26th that will include a videoconference with Tsai and the interpreter. The goal is to ensure that Tsai gets the most from the day in terms of what she will need to know in her new role.

MEMBERSHIP UPDATE

Director, Member Processing and Research **Tom Ensign** reported more than 70,000 members, 15 percent more than this time last year, a statistic that may be impacted by faster processing this year. There are 2,600 Top of the Table members and 5,600 Court of the Table members. Additionally, there were: a) 62,000 online applications (89 percent of approvals), vs. the same period last year; b) 7,650 paper applications (about 900 more than last year); and c) 700 applications on problem status. The top five membership countries are: 1) China, with nearly 18,000 members; 2) Hong Kong, more than 11,000; 3) the United States, about 7,400; 4) Japan, nearly 7,000; and 5) Taiwan, more than 3,500. The five top companies are: 1) Ping An Life Insurance Company of China, 2) Prudential Hong Kong, 3) AIA-Hong Kong, 4) AIA-China and 5) New York Life. There were far fewer challenges vs. last year, and next year is expected to be even better. Ensign thanked the entire MDRTeam, and thanked his team for performing so well this year.

MEMBER RELATIONS UPDATE

Member Relations Manager **Kristin Mikrut** discussed the final membership push, which ran February through March. So far this year, her team has answered more than 7,000 calls, including 1,662 calls during the last week in February, representing 25 percent of call volume in five business days. Mikrut thanked the team and the four temporary staff members for managing the heavy call volume.

HR UPDATE

Senior Director **Laura Good** lauded Ensign, the membership team and Member Relations for their work. The MDRT Employee Handbook is in the process of update because of state and federal regulations and is being reviewed by MDRT attorneys. Good introduced MDRT's new

“Dress for Your Day” policy, which allows staff to wear jeans when no visitors are in the building. The policy, which will be outlined in the Employee Handbook, requires professional dress at all times, and business casual when the Executive Committee or vendors are in the building. Good asked staff to keep a blazer or jacket in the office just in case and, if in doubt, err on the side of more professional attire. Jeans Week fundraisers, which have raised more than \$80,000 since they began in late-2012, will continue alongside the new policy. Roll-out is April 15, and HR will email notifications as the date approaches.

Good introduced new Program Planner **Sheila Darcy**. Human Resources Generalist **Naadia Chaudhry** provided an update on days-off balances on ADP. There now is an option for half days (code “4”) for vacation, sick days and other time off (full days: code “8”). Human Resources Associate **Mehvi Akbar** said HR is seeking to fill a Marketing Coordinator position and invited staff to submit candidate recommendations.

NEW PHONE SYSTEM

Senior Director, Information Technology **Jim Unander** said the new cloud-based phone system will go live March 29. Unander will communicate roll-out details and timing of phone number transfers to the new system. Each person will be assigned an individual phone number, and phones will work wherever employees are in the building. New software will be on desktops within the next couple of weeks. Testing with temporary numbers will take place March 26. Some emails may start showing up during the test phase, and Unander asked that staff ignore them until the 29th. In one significant change, staff no longer need to dial “8” to reach an outside line. Four-digit extensions will not be affected, but we no longer will get sequential numbers as new staff members are added.

Unander described a new collaborative tool and discussed IT security. Gradual roll-out of Sharepoint by April 30 will let staff create, manage and store documents, rendering Dropbox unnecessary. A proposal covering all document needs is expected March 18. Each employee will have 1 terabyte of storage. Sharepoint use on department drives will allow sharing outside the department and outside the building, and more administrative tools will allow simultaneous editing of documents. Unander alerted staff to frequent scams and asked everyone to delete and/or forward such emails to IT. IT will offer formal training on scam prevention.

MEETING REGISTRATIONS

Meeting Planner **Kristal Montiel** shared registration and sponsor statistics for the Annual Meeting and Global Conference. A total 1,145 early Annual Meeting registrations include 262 first-time attendees, 751 members and 132 member speakers. They include 320 from the United States; 825 are international. Sponsor registrations include 242 from MetLife, 10 from Manulife. Global Conference registrations of 1,363 include 1,330 members, 30 member speakers, two past presidents and one special guest. Of those, 22 were U.S. registrations and 1,341 international. Sponsor registrations include 608 from AIA, 60 from Met Life and 423 from Manulife.

PROGRAM DEVELOPMENT DIVISION

Director, Professional Development **Jess Jurasz** said committee work for the 2020 Annual Meeting and Global Conference will begin in July. New this year, the Program Development Committees (PDCs) for both meetings will convene in a joint kick-off meeting July 16 to 19, then come together for a joint final speaker selection meeting November 13 to 15. Holding the committee meetings in tandem will allow new opportunities for members to collaborate on speakers and topics and streamline travel requirements for leadership. Committee work outside the in-person meetings will be synchronized, which will likely impact the need for interpreters on conference calls and translation services of email communication. Both committees will work toward the same deadlines to have program information ready for registration by March 2020.

FINANCE UPDATE

Senior Director, Finance **Laura McGrady** asked staff to submit W-9 forms for new vendors before or at the same time they submit the first invoice(s). There are new compliance forms for international vendors. Two months are closed in the current fiscal year, and final statements will be distributed after the first quarter. Membership money from meeting registration is expected during March, with spending activity and dispersals during the next three quarters. McGrady asked staff to remain active with account coding. She said Finance will confirm account numbers with staff, asked all to advise of any entries in the wrong General Ledger accounts and referred staff to the Chart of Accounts on the ATM.

2020 VOLUNTEER STRUCTURE AND VOLUNTEER STRATEGY UPDATE

Director, Strategic Engagement **Pam Brown** reported the 2020 volunteer structure was approved by the Executive Committee at the Midyear Meeting. There will be 11 Global Council members, with a return of the Membership Division. A new Member Communications Committee (MCC) Division 3 for the United States and Canada will support U.S. strategy; EDGE will move into MCC 3. A task force will discuss content development useful to the United States.

There will be new approaches to supporting peer group leaders, and there will be a realignment of some countries. Stahr said the Executive Committee approved new, more defined criteria for participation to ensure that member volunteer candidates have sufficient experience with the organization. The new criteria also will help us better identify members with leadership potential.

The Genome study is looking at volunteer culture across all levels to determine whether the culture is driving attributes needed for success in innovation, technology and other critical areas. Volunteers see culture in three categories: 1) Traditionalist, 2) Contemporary (innovation and improvement), and 3) Futurist (sets standards for future work), and see MDRT in the Futurist range. Strategy will support these attributes. Ratings are broken down by geography, language, gender, generation and membership level. Member Engagement Manager **Wanda Dixon** will serve as liaison to develop job descriptions around roles and expectations.

FOUNDATION UPDATE

Executive Director, MDRT Foundation **Michele Stauff** announced the Foundation's 60th anniversary year (official incorporation date is in August). Specifics will follow. Global Development Manager **Karen Matts** reported on the Foundation's Hunger Program. With service projects slated for the 2019 Annual Meeting and Global Conference, the MDRT Foundation is working to end world hunger, including in 18,000 communities in Asia and Latin America. Matts shared a video (thp.org/impossible2possible) about the pioneering work being done. She said world hunger has been cut in half from the 820,000 living with chronic hunger 40 years ago; the goal is to end hunger and poverty by 2030.

MDRT PODCASTS

Content Specialist **Matt Pais** reported on MDRT's monthly podcast releases. Pais records and moderates podcasts when committees are in-house, generating three or four episodes per 45-minute session. Sessions encourage member engagement, honing in on themes that capture client experiences and create an interesting focus to deliver material members want. Some episodes are converted for use in the MDRT Academy, others lead to *Round the Table* stories. "MDRT Presents" features repurposed material from Annual Meeting presentations. After four years, MDRT has 700 subscribers. Each episode gets about 500 listens within a few days and at least 1,000 after a month; many reach 2,000 or more. Podcasts are only in English at this time, but listeners from Singapore, Philippines, Canada, Malaysia and Australia, as well as the United States, are tuning in. Podcasts, available in the MDRT Resource Zone, are public for access by prospective members.