

MDRT ALL STAFF MEETING SUMMARY

October 16, 2019

MDRT Headquarters

Park Ridge, Illinois,
USA

An all-staff meeting of the Million Dollar Round Table was convened by CEO **Steve Stahr** on October 16, 2019, at 9 a.m.

EXECUTIVE COMMITTEE MEETING AT TOP OF THE TABLE

Stahr updated staff on Executive Committee meeting discussion, recommendations and decisions that took place during the Top of the Table Annual Meeting in Austin, Texas:

- MDRT kicked off the 2020 organizational year with new Executive Committee President **Regina Bedoya, CLU, ChFC**, and Secretary **Peggy Tsai, RFP, CCFP**, presenting a new dynamic moving forward.
- The Last Supper at the Top of the Table meeting honored outgoing President **Jim Pittman, CLU, CFP**, with stories, sentiment and lighter moments. Stahr thanked everyone involved in the planning of the event.
- The Executive Committee decided to hold off on increasing the U.S. requirement to \$1,000. 2020 requirements are set; 2021 requirements will hold at the same level as 2020.
- Similarly, the Executive Committee will hold off on changing global requirements and will revisit this topic next year.
- MDRT has been phasing in changes to MDRT's volunteer structure; 2021 will be the third year of this phase-in. MDRT will retain the 2020 organizational chart for 2021.
- MDRT will expedite roll-out of the MDRT Academy in Asia. While the Beta test in the region was scheduled originally for 2022, Stahr and MDRT Academy Manager **Tammy Johnson-Peón** will look at expediting the timeline and consider ways to roll out the MDRT Academy so it drives value for prospective MDRT members in the region.

- In order to meet the requirements of NGO laws in China, MDRT is making changes to how we operate in that country. Stahr and Senior Director, Global Markets **Eryn Carter** had several meetings with Chinese authorities and reached an agreement with the Shanghai Commission for Promotion of International Trade. Stahr will return in October with Senior Director, Human Resources **Laura Good** to look at office space and to develop a plan for adding staff to serve MDRT members in China.
- To address potential confusion, it was decided the Executive Committee that presides at the Annual Meeting also will preside at the Global Conference if the meeting dates coincide with the beginning of a new organizational year on September 1.
- Since no current Executive Committee members have had involvement in building MDRT's current strategic plan, it will be important to review the plan with them each year to ensure we are adhering to it (or, its First Principles) when making organizational decisions. Bedoya suggested implementing a scoring system for both the Executive Committee and staff to use for this purpose. In December, the Executive Committee will look at the Strategic Plan's Global Platforms to ensure current and planned activity is consistent with the Global Platforms and drives value for MDRT members.

HUMAN RESOURCES UPDATE

Good introduced Marketing Coordinator **Vanessa Claude**, new to Marketing and Communications. MDRT completed a successful audit with CliftonLarsonAllen (CLA), which determined all looks good with MDRT's pension. There was valuable conversation this week about being an effective leader and an effective staff manager, and Good encouraged all staff members to have such conversations when completing their Performance Management reviews, most of which were completed last week. HR does not need copies of the forms, but Good asked directors and managers to let her know when they are completed. MDRT has selected Paycor payroll services as a replacement for ADP. System changes and training are slated for January and February, with a start date of February 1, 2020. The new system will offer some new advantages, including prompts to individual employees when they have comp or other time available. Good applauded Accounting Manager **Joanne Consiglio** and the entire Finance department for their help and support during this transition.

Human Resources Associate **Mehvi Akbar** reported two open positions – Front-End Web Designer (Emerging Media) and Meeting Planner (Meeting Services). Akbar reminded staff about the pumpkin-carving and decorating contest. Team entries are due no later than 10 a.m.

on October 30. Participation is not mandatory.

MEETING SERVICES UPDATE

Project Manager **Luann Burchfield** reviewed upcoming 2020 meetings. The Annual Meeting will be held June 7 to 10 in Anaheim, California. The MDRT Global Conference is set for August 30 to September 2 in Dubai, United Arab Emirates. Dual registration will be open for both meetings once again, with a similar timeframe and pattern to last year. Both will start with Priority open for specific member categories during Weeks 1-2 before opening publicly to all members. Registration fees have increased for both meetings: advance registration (USD 200 increase); general registration (USD 100); and on-site registration (USD 100).

Joint planning is underway for both meetings by Professional Development (program structure and content), Meeting Services (logistics), Marketing and Communications (promotions) and Emerging Media (websites). The Annual Meeting site visit to Anaheim will take place in November in conjunction with the Annual Meeting Programs General Arrangements (PGA) Committee, and the Global Conference site visit to Dubai will be in January, in conjunction with the Global Conference PGA. Annual Meeting team meetings kicked off October 15; Global Conference team meetings will begin sometime after the MDRT EDGE. Burchfield serves as Annual Meeting team lead. Global Conference team co-leads are Meetings Managers **Joanne Jensen** and **Phyllis Coneset**. Meeting Planner **Kristal Montiel** is registration information lead for both meetings, utilizing Experient as our Annual Meeting registration and housing service provider and MCI-Singapore for the Global Conference. Professional Development has assigned content leads for each meeting: Marketing Coordinator **Taylor Conrad** and Media Relations Coordinator **Giang Ngo** are marketing representatives for the Annual Meeting and Global Conference, respectively. Burchfield congratulated everyone involved with the upcoming MDRT EDGE meeting, October 21 to 23 in New York City.

IT UPDATE

Security and Scams

Senior Director, Information Technology **Jim Unander** reported we are seeing more and better scams, and cited one spear-phishing example involving access of public information about MDRT Board meetings, researching who is MDRT's Finance director, then sending targeted emails about discussions that were likely to have occurred at the meeting. Scammers are accessing our cookies to see what we browse and are targeting emails based on that history.

Scams are becoming more and more sophisticated and are using better English. Even with new software, Unander said it is everyone's job to be vigilant, and suggested that staff use different passwords for different applications. He also urged staff to double-check email addresses next to senders' names, and mentioned recent use of "mrdt" – a subtle transposition -- as an example to watch for. Artificial Intelligence (AI) is being used to scam, making emails and links look legitimate. The good news is that we are finding better ways of using AI, such as getting information about our members.

Aptify and Website Environment Upgrades

The migration of the Aptify environment to the Microsoft Azure Cloud is complete. The migration to the Cloud increased processing power internally and on member sites. New use of separate servers will provide eight times more processing power; each server can scale up when we need more power, and scale back when extra power is not needed. To address one outstanding issue, Aptify technicians recreated both remote access servers and will continue to monitor them. OneDrive, similar to Sharepoint, lets us share documents and access them more easily when working remotely. While IT looked at Sharepoint, MDRT will continue to use Dropbox at least for the next two months, until the IT team finds the right combination of tools. MDRT will need to migrate to Office 365, since Microsoft will stop supporting Office 2013 in October 2020. Microsoft is ceasing support of Windows 7 in January 2020. While MDRT no longer uses Windows 7, Unander warned staff who may be using it at home.

MDRT FOUNDATION UPDATE

Global Development Manager **Karen Matts** shared members' impact through recent service projects. The Foundation invested \$10,000 in the "Ride on Center for Kids" in Texas, an equine therapy organization that serves ages 2 to 92, including children with disabilities and veterans. Top of the Table members were directly involved, building a pen for horses and creating a shady area to protect horses from the Texas heat. At the Annual Meeting and Global Conference, the team incorporated a service project with Seed Programs International. More than 200 members volunteered to do seed-packing, which is donated to people in developing countries to provide nutrition and income.

Executive Director, MDRT Foundation **Michele Stauff** summarized fundraising at the Global Conference and Top of the Table meetings. The Foundation has received 175 applications through the grants program. Stauff emphasized the importance of fundraising, since MDRT awards grant money through the grants program. MDRT Gives Day is November 12.