



NEW JERSEY RELOCATION COUNCIL

RELOCATION FOCUS

Newsletter of the New Jersey Relocation Council

November 2017

WELCOME!

New Jersey Relocation Council welcomes you to our autumn 2017 Conference at The Mansion at Mountain Lakes! We have planned an exciting day for you; including industry-related sessions that have applicable WERC designation credits and the opportunity for you to meet with fellow Global Mobility Professionals within the tri-state area. Our conference has been awarded 6 CRP credits for our Corporate Members who attend the Corporate Round Table and General Session. Attendees of our General Session will receive 4 CRP credits and all will receive 1 GMS/GMS-T credit.

We extend a warm welcome to our new members and look forward to your participation in the future. A very special thank you to our sponsors who continue to provide support for our conferences. Your generosity allows us to bring high quality events to our members every spring and fall. Because of you, NJRC has grown to be a community of Global Mobility Professionals who share their knowledge for the betterment of our industry. We will continue to focus on our growth by bringing forward viable content relevant to our industry.

NJRC welcomes your suggestions and ideas for future meetings. After the conference, we will email you an on-line survey and encourage you to complete the form. Your feedback is critical for the continued success of our organization and the growth of our membership. We appreciate your insight as we strive to develop events that meet our members' interest and needs.

Enjoy your day,

NJRC Conference Planning Committee

The Four C's of Productivity

By Janet Olkowski, SCRP, SGMS-T



As individuals, we all want better balance while our businesses want increased productivity. As I was preparing for this article, I read numerous articles and research studies and it seems that ways to enhance productivity can be summarized in four words: Control, Choice, Concentration and Culture.

Control - An October, 2016 *Fast Company* article cited research from Indiana University's Kelley School of Business that indicates there's a direct correlation between how much control an employee has and their

overall health and well-being. And studies have shown that a healthy employee is, more often than not, a productive employee. By allowing employees to participate in setting goals and planning projects, it enables them to prioritize their work and feel more engaged in getting things done. Micromanaging them makes them lose interest, thereby reducing productivity.

Choice - Providing flexibility to employees has proven to be an effective tool for enhancing productivity. An article in the *Harvard Business Review* pointed



President's Message

Is it me, or does time go faster as we get older?

And how about our ability to multi-task? Is this skill wasted on today's youth? Who went back inside before you left the house this morning to get your water bottle and forgot what you were looking for when you got in the house? Me!!

All kidding aside, finding ways to be productive and effective at work is critical to our success, even more so in the Mobility industry. In all service lines, we have all sorts of people and information coming at us from all angles. Sometimes I feel like I should pull out my baseball glove to field inquiries all day long! Today we will hear from our keynote speaker, Julie Morganstern, to learn how we can manage our energy and brainpower to get more out of our day. Maybe we'll also learn how to leave the house on the first try and not forget what we forgot when we go back in the house to get it!

I want to thank all of our participants and sponsors for making our conference possible. I appreciate all of the effort and time put into making this day run smoothly. It's no easy task to run an event for 125+ people. I hope you find today's meeting fruitful and gain some knowledge that you can take back to your office and apply to your everyday life. Feel free to reach out with any AH-HA moments you have after today. Share them with me at heather.tuttle@merck.com. The best story might just get mentioned at our spring conference!

All the best,

Heather Leigh Tuttle
NJRC President



NJRC's Topgolf Event was a Hole in One!!! With over 50 members who attended, we had a great afternoon of networking and spending time with our industry peers. We had a corporate only round table earlier in the day where our corporate members had an opportunity to gather together to benchmark and discuss the latest topics in Global Mobility. Afterwards, everyone joined in for an afternoon of food, drinks, topgolf and a little friendly competition amongst the teams. Prizes were given to the highest scoring team, the individual with the highest and lowest score. It was a great day!

We are happy to inform those participants of our "Corporate Only Round Table" that we have been awarded 2 CRP Credits by WERC.

We look forward to hosting these types of membership events in the future, stay tuned!

Heather Leigh Tuttle
NJRC President



Next Event

NJRC Spring Conference

April 26, 2018

Galloping Hill Golf Course
3 Golf Drive
Kenilworth, NJ

A Special Thank You to Our Sponsors for the Top Golf Event	
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Nelson Westerberg	

Without our sponsors, events like this would not be possible. Thank you for your generosity and support!



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The Four C's of Productivity (continued)

to a nine-month study of productivity for remote workers and the results showed that those working from home produced an extra workday per week than those working in the office. There are fewer distractions at home and those employees are often working longer hours because they don't have a commute. At the same time, they are less stressed because they have the flexibility to tend to their personal matters when necessary and can accomplish the work on their time.

Concentration – While collaboration is a good thing to encourage creativity and innovation, too much of it can cause a decrease in productivity. When employees are in an environment where they can focus, productivity goes up. With the continuing trend of open-space floor plans, it's important to ensure there are areas for the needed concentration for optimum productivity.

Culture – Referring to “organizational culture and productivity,” Tom Peters, business author and speaker, said, “culture is the shared beliefs and values within the organization that help to shape the behavior patterns of employees.” If there's no fear of finger pointing and blame, but rather a learning and supportive environment, then employees are more apt to share ideas and solutions for customers. When leadership fosters a culture of caring and treating every everyone with trust and respect, it encourages employees to give more and reduces turnover.

At the end of the day, a happy, healthy employee is a productive employee. As mobility professionals on the supply chain side of the fence, it behooves us to make sure our teams are given the tools to keep them engaged and productive so they, in turn, can enhance the productivity of our clients' relocating employees. Whether you're working for a Relocation Management Company counseling assignees and coordinating services or working to ensure a household goods shipment is delivered, the efficiency in which we're delivering our services has a direct correlation to the productivity of the assignee in his or her new role. In this case, collaboration is critically important! In fact, I'll add another “C” – communication! As suppliers working on a piece of a larger puzzle, it's important to come up with solutions as a team and communicate effectively to ensure a successful assignment.

Sources: <http://fortune.com/2015/03/18/pros-and-cons-open-office-floorplan/>
<https://hbr.org/2014/01/to-raise-productivity-let-more-employees-work-from-home>
<https://www.liveplan.com/blog/2015/10/the-research-backed-guide-to-increasing-office-productivity/>



International Dual Career Network (IDCN) Solutions for Dual-Career Mobile Spouses

by **Anthony Anaya, GPHR**, Associate Director
Mobility Novo Nordisk

Dual careers are a reality of today's workforce. Addressing the issue is important for the success of international assignments. In addition, an overall talent shortage and lack of experienced professionals, combined with a high increase in mobility and the challenges employees and their families are facing due to frequent changes in their workplace, has led to the idea to build a platform to exploit the potential of mobile employees' spouses.

IDCN is a global Non-Profit Association of companies, NGOs and academic institutions in different locations throughout the world. IDCN's main goal is to recruit diverse qualified talent and facilitate the job search for mobile employees' partners mainly by organizing events for them among the member companies.

IDCN (continued)

The mobile employees' partners will enjoy the following benefits:

- Support in professional integration in a new country
- The opportunity to network with human resources professionals, corporate representatives and like-minded partners
- Increased awareness of professional opportunities
- Learn about the local job market and practices, as well as about continuing education
- Get advice for their career and personal development

Benefits for the IDCN member organizations include:

- Access to IDCN talent pool all over the world where member is part of a network
- Global dual career support
- Branded as IDCN global member
- Local membership in all locations where they join

Events organized by IDCN, represent the main networking and information vehicle used. They are organized throughout the year, providing topics of interest for job searching spouses. Each event is hosted by a different corporate member and run with the aid of corporate members and volunteer spouses.

The combination of activities and services offered by IDCN are a cost effective solution for your company. Participation in IDCN requires a minimal annual fee and participation in the network.

The New York Chapter of IDCN is currently active and looking to increase its corporate memberships. For more information about membership and how you can benefit from providing this additional support to your Dual-career partners you can send an email to: contact@idcn.info or Michelle Carvalho: Michelle.CARVALHO@loreal.com



NEW JERSEY RELOCATION COUNCIL

FALL CONFERENCE

The Power of Productivity: Harvesting Ideas for Better Balance



CRP/SCRIP CREDITS: Corporate Round Table - 2
General Session - 4, GMS/GMS-T - 1

8:30 - 9:00AM Corporate Round Table Registration

9:00 - 10:45AM Corporate Roundtable Moderator: Heather Leigh Tuttle, Merck & Co., Inc., Director Global Mobility
Corporate attendees will gather to discuss the latest topics in Global Mobility. Our previous corporate round tables have consisted of representatives from Merck & Co., Inc., ADP, Bristol-Meyers Squibb, Deloitte, Pfizer and others. This is an incredible opportunity to meet with your peers and discuss what's keeping you up at night.

10:00 - 11:00AM General Registration

11:00 - 11:15AM Opening Remarks Heather Leigh Tuttle, NJRC President Merck & Co., Inc. Jeff Cromie, CRP NJRC Treasurer Wells Fargo Home Mortgage Julie Cibelli, GMS-T, Chairman of the Board Nelson Westerberg

11:15 - 12:15PM Making Work, Work: Counter Intuitive Keys to Productivity Keynote Speaker: Julie Morgenstern Julie Morgenstern Enterprises
Julie Morgenstern, dubbed the "queen of putting people's lives in order" by USA Today, is an internationally recognized organizing and time management expert, New York Times best-selling author, business productivity consultant, and speaker. Dedicated to providing a wide range of practical solutions that transform the way people and companies function, her company provides keynotes, productivity consulting, workshops and one-on-one coaching to Fortune 500 companies and organizations around the globe. A cutting edge approach to improving workplace performance and maximizing productivity—which focuses on managing energy and brainpower to get more out of your day.

12:15 - 1:15PM Lunch

1:15 - 2:15PM Momentum Survey Results on Productivity Loss - International Mobility Presenter: Mary Beth Nitz, SCRP, SGMS-T, GPHR Vice President, Global Consulting Services Altair Global
This session serves as a follow-up to the Destination U.S. Momentum Study results presentation shared at the NJRC conference in April 2016 and will focus on the second iteration of the Momentum Survey Series in which individuals were surveyed who moved internationally. It will provide an interactive discussion of an International Momentum Survey, an industry-leading survey examining, identifying, and validating the international mobility-related events determined to have a significant impact on employees' focus at work, and, as a result, companies' bottom lines.

2:15 - 3:15PM Perspectives on Productivity: How Suppliers Can Enhance Productivity Moderator: Janet Oikowski, SCRP, SGMS-T Vice President, Global Business Development Cornerstone Relocation Group
Panelists: Chris Pardo, SGMS-T, Vice President, Consulting and Marketing Plus Relocation Stacy Baker, CRP, Manager, Consulting Services-aires
Panelists: Jane Malecki, GMS, GPHR, Global Talent Mobility Consulting Jennifer Rowe, GMS-T, Manager, Business Development - Talent Development & Mobility Consulting Practice-BGRS
In keeping with our quest to enhance productivity, a panel of experts from four Relocation Management Companies will share their ideas for increasing productivity from three perspectives: supplier service delivery teams, relocating employees and global mobility program managers. They will include input from downstream suppliers to ensure that all bases are covered.

3:15 - 3:30PM Break

3:30 - 4:30PM Family Feud Show Hosts: Sara Simonetti, Director of Business Development Interconex Steve Alverson, CRP, GMS, Global Account Manager, aires
Game Time! Are you ready for Global Mobility "Family Feud?" Each table will square off against another to have a chance to advance in our fun and interactive game based on the popular TV show. Give our game host the top answers to questions relating to productivity, organizational skills and trends in our industry to win the Grand Prize. Let's get ready to play "Mobility Family Feud!"

4:30 - 5:00PM Community Outreach Presentation Presenter: Sharon Byrnes, GMS-T
The NJRC Community Outreach Committee is pleased to partner with the American Red Cross to support the recent devastations facing our global citizens. An American Red Cross representative will inform us of the progress of relief efforts for those communities affected, along with work in our local community. Donations make a direct impact on those in need, and you will have an opportunity to make a difference in the lives of others by donating to the American Red Cross.

5:00 - 5:15PM Closing Remarks Heather Leigh Tuttle, NJRC President

5:15-7:15PM Cocktail Reception & Raffle Prizes



The NJRC would like to take the time to thank all of our generous sponsors who support our valuable forum for education and exchange of ideas. Sponsorship provides many benefits, but most importantly it helps ensure that NJRC remains the source for regional relocation networking and information.

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NJRC Community Outreach

by Sharon Byrnes

In the past few months, eight states and two US territories have been impacted by major hurricanes, wildfires, the tragic shooting in Las Vegas, and everyday events such as home fires nationwide. The scope of relief has been so great, that over the past five weeks, the American Red Cross, in collaboration with their partners, served over 5.6 million meals... and that number continues to grow while their resources have been significantly stretched. Further, they delivered 2.6 million relief items, and provided immediate relief including re-establishing family assistance centers, and providing mental health and spiritual care.

The mission statement of the American Red Cross is to “prevent and alleviate human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. An average of 91 cents of every dollar the American Red Cross spends is invested in humanitarian services and programs. Everything they do depends on the needs of the people that they serve.”

NJRC is pleased to partner with the American Red Cross to support families across the US who have been impacted by the wave of recent disasters. The most effective and expeditious way to get aid to those in need is through cash donations. This can be done through a direct contribution, or through a personal check. You may also choose to designate your contribution to a specific relief initiative by making a notation in the memo section of your check.

Your partnership in supporting the American Red Cross makes an impact and is greatly appreciated.

Thank you!
NJRC Community Outreach Committee

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Making Work, Work: Counter Intuitive Keys to Productivity



Keynote Speaker: Julie Morgenstern

Julie Morgenstern Enterprises

Julie Morgenstern is an internationally renowned organizing and time management expert, *New York Times* best-selling author, consultant and speaker. With work spanning the distance between individuals and work forces, the “Inside Out” philosophy that is now synonymous with her name results in customized solutions that are innovative, practical and ensure long-term success. For over 25 years, Julie and her staff have transformed the way individuals and companies function around the globe, including American Express, Hearst, HARPO, Deloitte, Microsoft, FedEx, GlaxoSmithKline, the NBC-Newsroom, the NYC Mayor’s Office, Sony Music, State Farm Insurance and Viacom/MTV.

As a speaker, media personality and corporate spokesperson, Julie is known for her passionate, articulate style and warm sense of humor. She has written columns for *O Magazine*, *Redbook*, and *Wells Fargo* helping readers’ solve problems by inspiring order in their lives. She has shared her expertise on countless TV and radio outlets, including The Oprah Winfrey Show, CNN, The Rachael Ray Show, The Today Show, Good Morning America, and The National Public Radio. She is quoted and featured regularly in a wide variety of publications and has been seen in *The New York Times*, *Time Magazine*, *USA Today*, *Business Week*, *The Wall Street Journal*, *Best Life*, *O Magazine*, *Martha Stewart Living*, *Glamour*,

Cosmopolitan, *Fitness Magazine* and *Men’s Health*.

Julie is the author of the classic tomes *Organizing from the Inside Out* and *Time Management from the Inside Out*, both of which have been developed into popular specials for PBS. Julie and her teenage daughter, Jessi Morgenstern-Colon, co-authored *Organizing from the Inside Out for Teens*. Her workplace productivity and work-life balance tome, *Never Check Email in the Morning*, is now the basis of a popular training program conducted for the Fortune 500 and businesses worldwide. Julie’s book, *Shed Your Stuff, Change Your Life*, takes her message to a new level, showing people how to use the process of decluttering to ‘get unstuck’ in their lives.

Momentum Survey Results on Productivity Loss - International Mobility



Presenter: Mary Beth Nitz, SCRP, SGMS-T, GPHR

Vice President, Global Consulting Services, Altair Global

As Vice President, Global Consulting Services, Mary Beth is responsible for the overall operations of Altair’s Global Consulting Services Team. Operations overseen by Mary Beth include:

- Global policy design and benchmarking.
- Policy and program best practices consulting.
- Industry research and trending.
- Thought leadership, including white papers, articles, webinars, and industry presentations.

Mary Beth joined Altair’s Global Headquarters and Central Service Center as Director, Global Consulting Services, in Plano, Texas, in 2011. Since beginning her relocation career in 1992, she has acquired extensive experience in human resources, relocation, and global consulting. Mary Beth’s career within the mobility industry includes roles as Client Services Manager, Director of Global Consulting, and Executive Recruiter.

Mary Beth holds the Senior Certified Relocation Professional (SCRP), and Senior Global Mobility Specialist: Strategic Talent Mobility (SGMS-T) designations from Worldwide ERC®. She has received a Meritorious Service Award and a 2016 Distinguished Service Award from WERC for her many contributions to the relocation industry. In addition, Mary Beth received the Global Professional in Human Resources (GPHR) certification from the Society for Human Resource Management®. She is also certified in international remuneration, including international benefits, expatriate compensation, and international total remuneration from the WorldatWork human resources association.

Mary Beth has a Bachelor of Science Degree in Business Administration from Auburn University.

Perspectives on Productivity: How Suppliers Can Enhance Productivity



Moderator: Janet Oikowski, SCRP, SGMS-T *Vice President, Global Business Development, Cornerstone Relocation Group*

Prior to her role in business development, Janet held various roles

at Cornerstone and other relocation management companies. Her 25+ years of industry experience includes strong proficiency in client account management and consulting services, where she led service delivery teams and advised corporations on industry best practices. She has led research teams conducting industry benchmark studies on both domestic and international topics, spoken at prestigious industry events, and authored numerous published articles and white papers. Janet earned Worldwide ERC's Senior Certified Relocation Professional (SCRP) and Senior Global Mobility Specialist-Talent Management (SGMS-T) designations and has won multiple industry awards. She currently serves on the Board of Directors for the New Jersey Relocation Council and is Vice President of the Delaware Valley Relocation Council.



Panelist:
Chris Pardo, SGMS-T
Vice President, Consulting and Marketing, Plus Relocation

Chris leads a dynamic group of Consulting and Marketing experts at Plus. Beyond his background as a Global Mobility Specialist, and involvement on the Worldwide ERC® Global Advisory Council.

Chris is a respected expert with over 23 years of experience in global mobility, customer service, and education. He leads a team that is skilled at evaluating global mobility programs and is focused on designing, implementing and delivering cost effective, high-quality relocation and assignment management programs. Employee experience, expatriate compensation and tax compliancy, in-country

domestic and localization programs, and talent development programs are current areas of focus. Leveraging strong operational skills, collaborative team building skills, and an expertise in global partner selection and management, Chris works to educate clients and prospects on innovative policy and process solutions.



Panelist:
Stacy Baker, CRP
Manager, Consulting Services–Aires

Stacy joined Aires in 2013 with 16 years of previous relocation industry experience. In her role, she is responsible for oversight and management of the Consulting Services department. She serves as a relocation subject matter expert and oversees all policy review/writing, benchmarking, and industry surveys. Prior to joining Aires, Stacy held positions with several competing relocation firms, including the roles of Client Service Director and Client Service Manager. Stacy's credentials include a bachelor's degree and the Certified Relocation Professional (CRP) designation from the Worldwide ERC®.



Panelist:
Jane Malecki, GMS, GPHR
Global Talent Mobility Consulting

Jane brings over 35 years of experience in global mobility and assignment management with specialties in several areas including:

compensation, immigration, payroll, policy benchmarking and design, relocation and taxation. Jane has a Bachelor of Business Administration from The Bernard M. Baruch College, and holds the GMS certification from Worldwide ERC®. She also holds a Six Sigma Green Belt Certification. She is seen as a subject matter expert throughout the industry, evidenced by her multiple speaking opportunities, as well as her published pieces in *Mobility Magazine*.



Panelist:
Jennifer Rowe, GMS-T
Manager, Business Development-Talent Development & Mobility Consulting Practice, BGRS

Jennifer manages BGRS Talent Mobility Consulting Practice's global business development and marketing strategies with a focus on Talent Development. As an experienced speaker focused on talent development practices, Jennifer has represented the organization at numerous conferences, seminars and web-seminars. Additionally, she has authored articles that have been published in *Mobility Magazine* and *HRO Today* as well as written white papers. Jennifer originally joined BGRS in May 1998 working in International Operations before joining the Talent Development Group in 2003. Jennifer holds Global Mobility Specialist (GMS) and Strategic Talent Mobility (GMS-T) designations from ERC and speaks Spanish, French, Italian and conversational Czech.

Family Feud



Show Host:

Sara Simonetti

*Director of Business,
Development Interconex*

Throughout her career at Interconex starting in 2000, Sara has been involved with operations, customer care, and business development of the company, as well as special projects within and outside of the office. She speaks three languages and enjoys reading, singing, nature and travel, with and without her lovely family. Sara lives in New York, and is responsible for developing relationships throughout the Northeast Region and beyond!



Show Host:

Steve Alverson, CRP, GMS

Global Account Manager, Aires

Steve joined Aires in 2014 with 13 years of previous relocation industry experience. He currently serves in the role of Global Account Manager. In his role, he works to find solutions to meet client needs through collaboration, partnership, and understanding their culture. His strategic and knowledgeable consultative approach helps clients meet their mobility needs.

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Be a Part of Future Issues of NJRC Relocation Focus

NJRC welcomes your feedback.

Please submit contributions to Newsletter@NJRC.com or contact our editors.

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