

OHIO CHAPTER



THE OFFICIAL NEWSLETTER OF MEETING PROFESSIONALS INTERNATIONAL OHIO CHAPTER



August / September 2012

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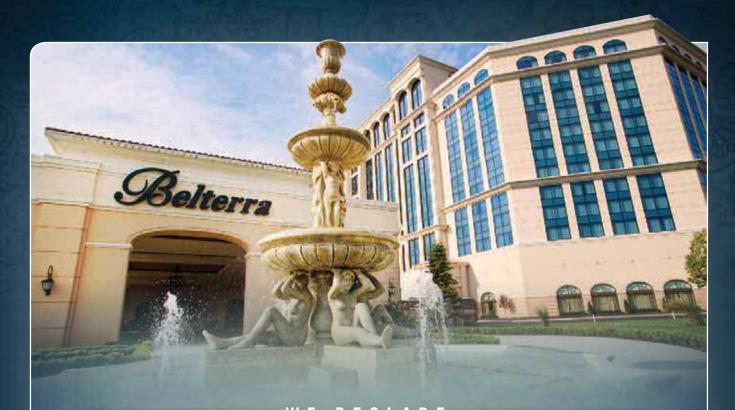
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The Official Newsletter of MPI Ohio Chapter

Define is the official publication of the Ohio Chapter of Meeting Professionals International. It is published every other month as a benefit of membership and circulated free of charge to MPIOH members.

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MPIOH Mission Statement:

To enhance the overall quality and awareness of the meetings industry by ensuring the professional development and growth of its membership through targeted educational programs and networking opportunities.

MPIOH Executive Office

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President's Column

By: Anna Ryan, CMP OCLC - Online Computer Library Center, Inc., MPI Ohio Chapter President

Getting The Most Value From Your Membership



Determining the value of your membership is the most important factor when it comes time to renew each year. Your MPI membership is an investment in yourself and your career development. MPI National and MPI Ohio are committed to supplying you with as many opportunities and resources as possible to assist in your professional development. It is my goal as President to keep those opportunities new and fresh for our members, from innovative educational sessions to our networking opportunities.

As an investment in your educational development, the Board is dedicated to providing you with the latest education tools and topics. We have listened to our members and understand that many of you have difficulty getting away from the office to attend our traditional luncheon chapter meetings. In response to your feedback, we have introduced "MPI after 5" to offer additional networking opportunities. Our first set of "MPI after 5" events were held on July 19; we simultaneously held three networking events in Cincinnati, Cleveland and Columbus. I hope you were able to attend your local event and took the opportunity to network with your fellow MPI members. Keep a watch on the calendar and the Friday weekly updates for details on the October "MPI after 5" events.

Since the timing of our Chapter meetings has also been on your minds, we took the opportunity to mix it up a bit for our October meeting in Columbus. Mark your calendars for October 17, from 4-6 pm. "Planning your VIP event" will begin promptly at 4 pm and end at 6 pm. Join us for cocktails, hors d'oeuvres and networking from 5-6 pm. Watch the weekly updates for location and complete details on the event.

In addition to our chapter meetings and our MPI after 5 events, we continue to offer our REACH meetings. October is a full month for REACH as well. We are stepping up these morning meetings with the goal of obtaining CE credits at these meetings as well. Again, watch those weekly updates for an upcoming REACH meeting in your area.

Other value-add events and offerings to keep an eye out for include our Annual Auction on November 14, and the In-depth Education day on December 19. Remember, we offer scholarships for membership, regional conferences, as well as national conferences. Check out mpioh.org for details. If you are on the search for a webinar or white paper, make sure to visit mpiweb.org. Access to these items are offered at no charge for members.

Remember, as you prepare to renew your membership, make sure you take the time to be a part of one or more of these activities and offerings. The more you put into your membership, be it through attendance at meetings or volunteering on a committee or two, the more you will get out of it.

Please know that you can always reach out to me via email at ryanan@oclc.org or via phone at 614-764-6179. I look forward to seeing you at one of the many upcoming MPI Ohio events.

Sustainability In The Hospitality Industry

By: Phil BeMiller

The Westin Columbus Hotel, MPI Ohio Chapter Director of Recognition



In an ever changing and fragile environment, there is increased focus and need on sustainability in the hospitality community. The pressure to run a sustainably sound operation comes from ownership, brands, travelers, meeting planners and, believe it or not, associates. Some of the initiatives, admittedly, offer a financial win for the property. However, many are more costly but necessary to leave behind a sound environmental balance for generations to come.

When traveling, or planning a meeting, don't be shy in asking what activities the property may be involved in when it comes to green initiatives. When it comes to green initiatives, one could write a book on the subject. However, with the space constraints, I will offer just a few things to think about and look for when traveling or planning a meeting.

- 1. Do you have the option to reuse towels or linens without having them replaced daily?
- 2. Does the property offer bonus Rewards points for asking for your room not to be cleaned?
- 3. Does the property keep the curtains ¾ drawn during the warm months to keep the air conditioning from running as hard?
- 4. Is the thermostat in the room set to 72 degrees in the summer and 68 degrees in the winter?
- 5. Does the property leave guestroom lights on for arrival or are they turned off?
- 6. Does the property have a visible recycling program for guests (both in guestrooms and in public areas)?
- 7. Does each department have a recycling program?
- 8. Is there a recycling program in place by the banquet department for cans, paper, etc.?
- 9. Has the property eliminated the use of Styrofoam?
- 10. Does the banquet department put pads at each setting or do they have them available on a table in the room?
- 11. Is the hotel using organic foods? Locally grown foods?
- 12. Is the property using high efficiency lighting such as CFL's and LED's?

- 13. Does the property use sensor lighting in areas such as the Business Center and Fitness Room?
- 14. Does the property use low flow faucets, showerheads, toilets and urinals?
- 15. Does the property use water hoses to clean kitchen floors or do they sweep and mop?
- 16. Is the property using recycled paper and plastic products?
- 17. Is the property using electronic sales tools?
- 18. Does the property have linenless meeting tables?
- 19. Is the property using digital electronic signage?
- 20. Are they flipcharts made from recycled paper?
- 21. Is the property using bottled water alternatives?
- 22. Is the property using environmentally favorable chafing fuel?
- 23. Is the property serving condiments in bulk at banquet functions?
- 24. Does the property use biodegradable products for box lunches and to go boxes?
- 25. Is the property practicing waste minimizations by use of e-folios, e-surveys, etc.?

Understandably, we all want to be pampered when spending our hard earned money, or the company or associations money, when traveling or hosting a meeting. There is a fine line between offering exemplary services and amenities while also keeping an eye on the environment. Each individual has a different "threshold" as to which amenities and degree of pampering they require in relationship to the environmental balance. The properties that get the balance right are aligned to be the most successful. You must decide for yourself what is important to you as you travel and plan meetings. Hopefully, I have given you a few things to think about.

5 Ways to Maximize Your Speaker's Time

And Create A Great Experience For Your Attendees

By: Deborah Gardner

To accomplish your meeting goals and objectives, it's important to provide a well organized process. Since every meeting has to produce results, speakers need to be part of that process as well. Today, the three main reasons people attend meetings are networking, education and to promote their business. Developing content for these events is serious, yet is it more important than the structure of the meeting? How crucial is the content and the attendee's experience to you?

Here are five ideas to help formulate that process from a speaker's perspective:

1. Communication

A speaker can only deliver what you give them. They will do the research, apply their experiences, expertise, and then research again. However, attendees can be trapped by a speaker's lack of message appeal, which ultimately can make or break a meeting experience. Share as much information as possible with the speaker. For example, share a meeting history of things your audiences liked or didn't like and about other speakers they have heard. Also, provide specific details about speakers who really resonated with the group. This kind of information is helpful to the incoming speaker as they prepare for your audience. Provide a single standard "need to know" document; this is better than receiving the flight agenda, transportation service, hotel address and confirmation, the time and place of the sound check, etc. all separately. Sending all that information in individual emails can be frustrating and easily lead to mistakes or forgotten information. Speakers should provide information to you about their full travel itinerary with a cell phone number in case any problems arise during travel. Communication and accountability from both parties is important.

2. Travel Flexibility

Giving a speaker the option to come early is wise; weather is unpredictable and travel snags happen. Do not be cheap about a hotel room for an extra night. Having a speaker show up early can be an advantage and great opportunity to connect with attendees in advance. Recognize that life happens and other situations can

come up and aren't planned. Always have a discussion regarding backup speakers. Qualified professional speakers have a community to draw upon to provide alternate speakers on the same topic, which could save you from scrambling at the last minute if the need arises.

3. Room Set-up is an Important Detail

Sure, you need the room set for a particular reason. However, the speaker could provide an extremely interactive program where the audience is out of their seats and moving around! If the room is set up classroom- or theatre-style, the audience will not receive a full interactive experience due to the restrictive setup. Discuss with the speaker if there are any specific suggestions for the set-up well in advance.



4. Have an Assigned Liaison

This individual handles the speaker's onsite needs. Someone other than the meeting planner or decision maker, a liaison is extremely helpful when a speaker has multiple tasks to attend to, such as conducting a keynote, a breakout and a book signing. For the speaker, having one point of contact makes a huge difference in helping things run smoothly, especially when something needs immediate attention. Oftentimes, the on-site liaison becomes so knowledgeable through this experience that he or she establishes a great bond with the speaker.

5. Create a Partnership

Consider the speaker an extension of your hardworking team. Don't micromanage or overanalyze everything the speaker is going to say. Listen to why they do what they do because of their experience with other meetings.

Also, remember that asking for PowerPoint slides weeks

in advance is difficult. Speakers want to be relevant to your meeting, so allow them to decide how to manage their slides for the best outcome. Every speaker enjoys repeat opportunities. Just as meeting professionals follow their favorite supplier from venue to venue, speakers would like the same opportunity to follow you. They have a business model that has layers of other programs, including training, consulting and coaching, which could help after the meeting or event. Overall, it is critically important to utilize speaker services in harmony with the valuable services you provide. Achieving a partnership with the speaker will create more memorable meetings. You just can't have one without the other!

Deborah Gardner, CMP, is a competitive performance strategist who challenges companies, organizations, individuals to think and act. A 27-year veteran of the hospitality industry, learn more at www.deborahgardner.com. © DG INTERNATIONAL, LLC



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Annual Recognition Event: Gather, Garden and Grow with MPI

By: Shane Yates, CAE, CMP



Each year the MPI Ohio Chapter recognizes chapter members who exemplify the finest in the meetings and hospitality industry. These awards officially recognize planners and suppliers who have made significant contributions to the chapter and the industry. The 2012 Recognition Event was held in June at the picturesque Grand Oaks Event Center in Grove City, Ohio where MPI Ohio recognized our member winners in a variety of categories.













Committee of the Year- Membership Committee

The purpose of the Committee of the Year Award is to recognize an MPI Committee that has made significant contributions to the professional organization or to the promotion the meeting management community. It's clear from the nomination submitted that the Membership Committee far exceeded their goals outlined for them this year and have continued to increase membership within the Chapter during a challenging time. As a membership organization, enough cannot be said about the importance of a strong membership committee. This is a group that is vital to our success as an organization and they must be thanked. The Membership Committee includes: Vicki Cheatham, Helen Distelhorst, Kathryne Gardette, Julie Kowalewski, Alicia LeMasters, Daniel Lopes, Jeff Mulvihill, Mary Pelino, Barbara Perry, Dave Phillips, Dawn Rockas, Deb Tewanger, Deb Vaughn.

Additional nominees included: the MidAmerica Conference Committee

Supplier of the Year – Amanda Smith-Rasnick

The purpose of the Supplier of the Year Award is to acknowledge the significant contribution of a supplier member who provides and/or sells products and services to the meetings industry.

Amanda has an amazing personality and it's evident from the nomination submitted for her that she is warm and welcoming and goes over and above to work with her peers and clients. She has an abundance of energy and strives to put her best foot forward every time. Amanda has been described as extremely professional, task-orientated, and always a joy to be around. She is a true ambassador for the Lake Erie Islands Region, and we are all better for knowing and working with her

Additional nominees included: Debbie Vaughn, Judy Stoof, and Luann Ulrich.

Planner of the Year – De-De Mulligan, CMP, CMM

The purpose of the Planner of the Year Award is to recognize the significant contribution of a planner member of MPIOH who oversee the strategic management and/or logistics of an organization's meetings. It's apparent from the nomination submitted for De-De that she is someone who can analyze a situation and make a solid determination concerning which course of action that needs to be taken. De-De has been described as fearless yet humble, having earned the trust and respect of everyone she has had business dealing with on a daily basis. She has done an outstanding job delivering some of the most successful educational programs in the Cleveland area and produced 4 successful meetings in her region.

Additional nominees included: Erin Jones and Linda Still.

Congratulations to all the recognition winners and nominees, your hard work exemplify the finest in the meetings and hospitality industry within Ohio.

Recognition Event Sponsors

A special thank you goes out to the following sponsors for their gracious donations to the MPI Ohio Chapter Recognition Event who without them this event would not have been possible.

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Inspiring Letter From An MPI Member

In February 2012, I became a 30 year member of MPI. I can't begin to tell you the value of my membership — both personally and professionally. When I joined MPI in 1982, I was a supplier with a hotel company searching for new business from MPI. My rewards by joining have gone way beyond any expectations I might have had.

I have gained lifelong friendships, job opportunities, training and education, exposure to every possible venue imaginable, including new venues that open every year. I have met and continue to meet people that have inspired me and have taught me that the meeting business is just beginning and continues to grow.

After September 11, 2001, as a country we mourned and prayed. The government in Washington, DC, came out against large corporations and their incentive meetings, which was a set-back for our industry. But, MPI and other hotel industry associations sent lobbyists to Washington wherein they proved to the legislators the value we bring to our economy and the world once again recognized the millions of jobs and billions of dollars that we put into the economy.

Some say that this recession is killing our industry and making it impossible to find jobs. Ha! I remember when some of us waited in line for gas in 1978 when we could only get gas on odd or even days, depending on your license plate number! Many of us have said, "Stay alive till '95!" as we watched hotels foreclose, friends jump from job to job, and families suffer with the demands and moves that were involved. Connections I have made through MPI have provided me with jobs during tough economic times.

It has been exciting to see businesses recognize and value their employees by training and rewarding them for their loyalty and hard work with promotions and salary increases. I've seen friends whom I worked with at the front desk become General Managers, Revenue Managers, Director of Marketing and Human Resource professionals.

My favorite part of our industry is reading contracts — while dull and boring to many — I love the intricacies of verbiage and the deep respect found in negotiating not to "win," but rather to compromise and feel that both parties gained "a deal" with their contract.

I've seen the fear of teleconferencing morph into one of many uses and enjoyed, as expanding audiences around the world tuned in. Tools such as meeting software, Twitter, iPad, cell phones, faxing and emails all have enhanced our industry.

Being a Board Member of my local chapter for 3 years, I learned the inner workings of MPI; not only how to run the Chapter as a business, but as an Association sharing goals and objectives internationally. We learned how to develop young talent into future leaders.

By volunteering to facilitate the CMP Study Class for several semesters in conjunction with the Southern CA Chapter, I stayed current and up-to-date on industry trends, verbiage and expectations. Without MPI I would not have had the opportunity to teach (volunteer and paid) at a local colleges (UCLA and Cal State Long Beach); volunteer to do basic meeting planning training for new meeting planners; and work on committees to encourage future membership in MPI at local colleges. I was awarded two scholarships (one to travel to an international conference and another to pay for my training to take the CMP exam), which would not have been possible had I not been involved in over 40 different committees and been a Board Member during my 30 years with MPI.

I am proud to be a member of MPI and I'm grateful for all the opportunities it has afforded me. MPI has enriched my life and can enrich yours as well.

The 13th Annual MPI MidAmerica Education Conference...

Will be held in French Lick, Indiana at the French Lick Resort, March 17-19, 2013. Make plans now to be a part of this two day event with education and networking for all!

The conference provides an educational experience for current members, potential members and anyone interested in the professional meeting industry. Activities include pre-conference tours, general and concurrent sessions (CE credits), exhibitor showcase, silent auction and networking!

Plan now to be a part of this exciting event—not only as an attendee—but volunteer your expertise to help out in the general planning. You will work with members of the Ohio and Kentucky Blue Grass Chapters on committees that include: hospitality, social media, marketing, programming, sponsorship, silent auction and finance. To volunteer, contact Alicia LeMasters, Alicia@archmgt.com, (614) 426-3250

SAVE THE DATE NOW and plan to be a part of this year's MAC Experience!

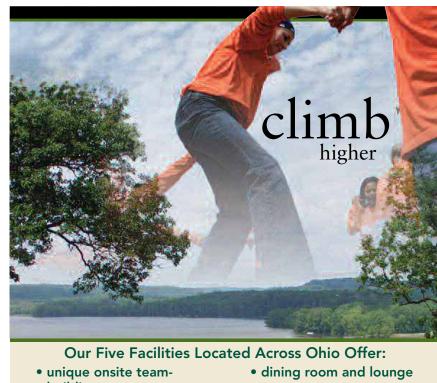
Volunteer with MPI!

By: Barb Burgie

As the immediate past president, my role on the board is to gain additional volunteers and create help find candidates for the board. So, I thought what better way than to write an article in Define, our newsletter and let folks know that I want their help.

Are you interested in volunteering but don't know how? Do you have 10 minutes, 10 hours or 10 days throughout the year where we can utilize your specific skill set? Do you need a reference or something to add to your resume? Do you need points for your upcoming CMP certification/ recertification?

Contact me, Barb Burgie: barb@burgiemediafusion.com, 614.560.6896 and I will find a way to best meet both the needs of our MPI Chapter and YOU! Together we can improve our chapter and help you to achieve your goals.



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Design Schemes for Dream Themes

Date: Wednesday, September 19, 2012

Location: Marriott Kingsgate, 151 Goodman Drive Cincinnati, Ohio 45219

Time: 11:00am - 1:45pm

What are the freshest new Ideas in Event Concepts to add to your planning strategy? What is the twist on old favorite themes you should consider refreshing at a meeting as well? Here are the key concepts of event design to consider in planning for your events. Whether a ballroom, industrial space or a tented venue, you will learn the six key steps of successful theme planning as well as other theories of design presented in the session. Master Teacher Richard Aaron brings the best learning's direct from his New York University course in design to you. Review key concepts of design, floral and lighting to add the correct terms to your language to you're planner skills. This is a highly interactive session where you will view some of the top themes and ideas in a rapid fire round table process within the session. Leave inspired and armed with enough ideas to energize your next event or meeting with a pocket of fresh ideas.

Outcomes:

- Hear basic elements of design presented to enlarge your design vocabulary
- Discover the six elements of successful theming
- Explore the latest trends in themed concepts

Speaker: Richard Aaron, CMP, CSEP



President of BizBash Media the leading Event information resource covering events across the Americas, Richard was the founding president of the New York Chapter of ISES (The International Special Event Society) as well as founding member. He established the first charitable foundation named The SEARCH Foundation for the Event Industry and has served on the boards of The MPI Foundation, ISES Education Foundation and currently the Chairs The Green Meeting Sustainable Foundation for GMIC. Richard has serviced on both MPI's and ISES's International Board of Directors and named Event Guru by Meeting News and Special Event Magazines as one of the most influential hospitality professional in the nation.

Richard is an adjunct associate professor at New York University Tisch Center for Hospitality as well as The George Washington University. Richard had chaired the Convention Industry Council's

APEX Education Advisory Council. He is quoted as an expert in the New York Times, Inc., People Magazine, USA Today and numerous industry publications as an authority on Events. Richard has been named MPI's International Planner of the Year and Event Solution's Visionary and was recently inducted into the NY MPI Hall of Fame. He most recently was a recipient of the new MPI RISE awards for continued professional innovation.

Diana Hisey appointed to Ohio University Board of Trustees



Gov. John Kasich recently appointed Diana Hisey to a nine-year term as a member of the Ohio University Board of Trustees, in the position vacated by Robert Kidder. She began her term at the Board's June 21-22 meetings in Athens.

Hisey serves as CEO and chief creative officer of The EDI Group, Inc., an event planning, production and marketing company based in Cincinnati. She is also involved with several charitable, civic and professional organizations, and is an active guest speaker at various associations and colleges.

She is a past recipient of the Meeting Planners International's (MPI) Ohio Planner of the Year and is a current member of the MPI Ohio Chapter's Board of Directors, serving as vice president of

education. She is also past chapter president of the International Special Events Society and is an active member of the Green Meeting Industry Council.

Hisey graduated from Ohio University in 1972 with a degree in communications and theater. Her husband, Tim, is also an OHIO alumnus, as is one of her three adult sons.

Ohio Chapter of MPI Announces 2012-2013 Board of Directors



At the June chapter meeting, the current and incoming board members were recognized and sworn in to their positions. While the majority of the board members are continuing to serve in their current positions, six other individuals (starred below) will be serving in their first MPIOH board position or returning to the Board.

The Ohio Chapter of MPI is pleased to announce the 2012-2013 Board of Directors:

- President- Anna Ryan, CMP
- President Elect- Holly Angellatta
- Immediate Past President- Barb Burgie
- Vice President of Communications- Shane Yates, CAE, CMP
- Vice President of Education- Diana Hisey
- Vice President of Finance- Laurie Miller, CMP*
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- Director of Education- Judy Stoof*
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- Director of Marketing/Define- Jason Linscott*
- Director of Member Care- Julie Kowalewski
- Director of MidAmerica -Alicia LeMasters, CMP*

Additionally, the following outgoing board members were recognized for their service to Meeting Professionals International Ohio. These members have worked hard to serve the members of MPIOH providing new ideas and constantly working to grow the chapter and move it forward during their service.

The Ohio Chapter of MPI is pleased to recognize and thank the following outgoing members of the Board of Directors:

- Anne Dufort, CMP, MTA- Vice President of Finance
- John Killacky- Director of Marketing
- Barbara Perry, CMP- Vice President of Membership
- Alec-Windle- Director of Publications

Congratulations to the Latest Class of CMPs

The Convention Industry Council (CIC) announced the individuals who passed the January 7, 2012 CMP examination, of which 2 were MPI Ohio Members!

Congratulations to: **Amber Begley**, CMP, Universal Technology Corp

Linda Still, CMP, State Auto Insurance Companies

This distinguished credential, recognized throughout the meetings, conventions, and exhibitions industry, demonstrates an individual's comprehensive knowledge of meeting management as well as a commitment to the profession.

Established in 1985, the mission of the CMP program is to elevate and enhance the professionalism of the meetings, conventions, exhibitions and events industry and the dedicated individuals who are responsible for meeting management.

Obtaining the CMP designation is a two-part process consisting of an application and a written examination, administered and monitored by an independent testing agency. Eligibility to take the examination is based on an extensive review of professional qualifications - candidates must have at least three years of employment in the meetings industry, and demonstrate responsibility and accountability for successful meetings. Additionally each applicant must have completed a minimum of 25 hours of industry specific continuing education or a meeting management internship. The comprehensive written examination tests knowledge of all functions of meeting management.

The next North American CMP exam is scheduled for November 1-10, 2012. Additional information on the CMP process and the MPI Ohio Study Group and Boot Camp can be found online at www.mpioh.org.

Welcome to Our New Members!

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Mark Your Calendar!

SEPTEMBER 19, 2012

MPIOH Chapter Meeting
"Design Schemes for
Dream Themes"
Richard Aaron CMP, CSEP,
BizBash Media
Marriott Kingsgate
Cincinnati, Ohio 11am-1pm

SEPTEMBER 2012

REACH Meeting Cleveland, Ohio

OCTOBER 17, 2012

MPIOH Chapter Meeting 4-6 PM Columbus, Ohio

OCTOBER 2012

Networking Events Cleveland, Ohio Cincinnati/Dayton, Ohio

REACH Meetings Cleveland, Ohio Cincinnati/Dayton, Ohio Columbus, Ohio

NOVEMBER 14, 2012

25th Annual Education & Scholarship Auction Columbus, Ohio

DECEMBER 19, 2012

Tech Day / In Depth Education Day Columbus, Ohio



Host the Next MPIOH Chapter Meeting!

Spotlight your hotel, property or meeting space by sponsoring an MPIOH Chapter luncheon! In addition to gaining immediate exposure to meeting professionals attending the event, your hotel will receive exposure to MPIOH Chapter members and non-members throughout Ohio, Michigan, Kentucky and Indiana with over \$1,600 of sponsorship advertising.

Call or email Angie Gasaway, Director of Strategic Partnerships, to secure your date at agasaway@helmsbriscoe.com, 614-205-8998.

Social Media Update



If you have not "liked" our Facebook Page at "MPI Ohio Chapter," then you are missing some great information. To stay in the loop, be sure to "LIKE" "MPI Ohio Chapter."



Like 140 characters or less? We do too! Be sure to follow @MPIOH



They say learn something new everyday. There's no easier way than participating in our MPIOH group on Linked In. You may even teach your peers a thing or two!

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