



HDI Motown Chapter Meeting Minutes

Topic: Ch-Ch-Ch-Changes

Speaker: Tim Barr, Chief Motivator and Spokesman at [TimBarr Training](#)

Date: 1/15/2010

Location: Ajilon Consulting, Southfield, MI

Meeting Minutes:

- Welcome – Doug Long
- Icebreaker – what would you like to see out of HDI in 2010?
 - Networking Opportunities/Employment Opportunities
 - Best Practices
 - Technical Presentations
 - Accept Change
 - Certifications/Training opportunities
 - Industry/Cutting edge technology
 - Business Development
 - Recruiting
 - Ideas to bring back to business
 - Technology Changes
 - Grow chapter membership
 - Knowledge Management trends/processes

Presentation:

- People *fear* change that they perceive may impact them *negatively*.
- Juggle – juggle too many things and something gets broken/crisis happens
 - Family
 - Work
 - School
 - Money
 - Time
 - Health
 - Faith
 - Relationships

THREE WAYS TO MANAGE CHANGE:

- Manage the Urgent
- Manage Crisis
- Manage Opportunity

- 7 habits of highly effective people – urgent v. important matrix
- Some things are important but not urgent and vice versa
 - Manage the important, not just the urgent
 - Proactive, not reactive

- 1) Establish your priorities – what do you want and who do you want to be?
- 2) Face your fears
People *love* change that they perceive will impact them *positively*.
- 3) Create a vision of the future
- 4) Establish goals – write it down on paper
- 5) Foster change
- 6) Educate yourself

- Make a commitment.
- Write it down.
- Share it with someone that will care. (If you share it with someone, you are much more likely to follow through)

The only constant in life is change...envision it, embrace it, create it!

- 15 minute break/networking
- HDI Chapter/National Updates – Dan Wilson
 - Upcoming Motown Meetings/Training
 - **February Meeting**
Topic: End-Point Thin Client Computing
Speakers: Frank Petersmark and Jack Wilson of Amerisure Mutual Insurance along with Ellen Bourke of Alliance Technology Solutions
Dates: February 12th
Location: TT Technical Institute, 1522 East Big Beaver Road, Troy, MI 48083-1905
 - **ITIL v3 Foundations Certification Class**
Dates: February 15-17
Trainer: Greg Hines
Location: Volkswagen Group of America, Auburn Hills
 - Giving Back Program – HDI Bronze membership to people in transition – attend two consecutive meetings and get involved!
 - Thanks to our sponsors Ajilon and TekSystems

- Local Chapter Sponsorship – Hosting, Refreshments, Speakers, Raffle Prizes – Contact Bob Sochacki
- HDI Motown Board Elections
 - Coming up in April
 - If you are interested, submit your nomination before the April 9th
- Microsoft | Learning + HDI – HDI Certification will be a requirement for MCTIP: Enterprise Desktop Support Technician 7.
- Student Membership – Silver at the price of Bronze! See <http://www.thinkhdi.com/student>
- HDI Spin Webinars – January 19th EST, How Mature is your Service Desk and Supporting Processes? www.thinkhdi.com – They are recorded and archived – just have to be silver or above membership.

National Updates

- HDI Student Membership – Silver membership offerings at the Bronze price (\$75 or 50% savings)
 - Upcoming National Conferences—HDI Annual Conference and Expo, March 16-19, 2010. Rosen Shingle Creek Hotel & Resort in Orlando, FL—details can be found at <http://www.thinkhdi.com> – Please let us know if you’re attending.
- 2010 Priorities – attendees shared [2010 priorities](#)
 - Door Prizes
 - **Reminder:** Resources available on the Web including Archived Presentations--
<http://hdimotown.com/>

45 people in attendance