



CUSTOMER SERVICE WORKSHOP

InterContinental Buckhead Atlanta, Atlanta, GA | June 6-8, 2022 | PRELIM AGENDA

MONDAY, JUNE 6

6:30 p.m. (ET)

Welcome Reception and Dinner at hotel

TUESDAY, JUNE 7

8:00 a.m. (ET)

Group Breakfast

8:50 – 9:00 a.m.

Welcome from the National Council on Teacher Retirement

- *Dean Kenderdine, Executive Director, NCTR*
- *Robyn Wheeler, Assistant Executive Director, NCTR*

9:00 – 10:45 a.m.

Introductions and General Roundtable Discussion

10:45 – 11:00 a.m.

Break

11:00 a.m. – Noon

Group Discussion: Staffing – Recruitment and Retention

How does your system recruit and retain employees? A group discussion on what is currently being done to remain competitive in today’s workplace market.

Noon

Lunch

1:00 – 2:00 p.m.

Best Practices, Lessons Learned - Working with Third Party Vendors

Join us as we hear from industry professionals about lessons learned when working with a third-party vendor.

2:00 – 3:00 p.m.

System Websites – When to Refresh

Websites remain a valuable tool of communicating with all stakeholder groups. How often should you refresh your site? Whether handled internally or through a vendor, what are best practices when thinking about a refresh?

3:00 – 3:15 p.m.

Break

3:15 – 4:15 p.m.

Leveraging Social Media and Content for Member Engagement

Join us to hear how Georgia TRS Outreach and Communications team share what they have done in leveraging social media and content creation for member engagement.



THE NATIONAL COUNCIL ON TEACHER RETIREMENT PRESENTS

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TUESDAY, JUNE 7 *(continued)*

4:15 – 4:30 p.m.	Wrap Up
6:00 p.m.	Group Dinner at Hotel

WEDNESDAY, JUNE 8

8:00 a.m. (ET)	Group Breakfast
9:00 – 10:00 a.m.	Member Education – Midcareer <i>Learn what systems are doing to provide education and resources to mid-career members.</i>
10:00 – 11:00 a.m.	Communicating the COLA <i>During the last two years, many pension funds recognized an increase on their investment returns. Recently, the Federal government has increased interest rates and the cost of living has increased substantially. Whether set by statute or determined by the Board, how best do you communicate to your members about COLAs during these unique times?</i>
11:00 – 11:15 a.m.	Break
11:15 – 12:15 p.m.	Federal Relations Update <i>Hear from Leigh Snell, NCTR's Washington D.C. lobbyist, on issues impacting the pension industry, discuss the impact of ASOP 4 and communication with your membership and stakeholders.</i>
12:30 – 1:30 p.m.	Lunch
1:30 – 2:30 p.m.	National Institute on Retirement Security (NIRS) <i>An update on the national research and anticipated reports on pension-related issues, as presented by NIRS.</i>
2:45 – 3:45 p.m.	Round Robin – What's on your mind?
3:45 – 4:00 p.m.	Wrap Up <i>Dinner on your own</i>