



The Managers Leadership Workshop is intended to provide information and tools for managers to achieve their full potential as leaders in the community association industry. It is intended to benefit all levels from those new to the industry, to management company executives and CEO's.

### CONTINUING EDUCATION NOTICE:

By successfully completing this program, the New Jersey chapter of Community Associations Institute (CAI-NJ) will approve a full day of credit for this program towards the Professional Management Development Program (PMDP).

**DATE:** Wednesday, September 11, 2019  
**LOCATION:** Rossmoor Community Association  
 The Ballroom  
 2 Rossmoor Drive  
 Monroe Township, NJ 08831

**SCHEDULE:**  
**8:30 a.m. - 9:00 a.m.** Registration & Breakfast  
**9:00 a.m. - 11:45 a.m.** Morning Presentations

**SPEAKERS:**  
**Erin O'Reilly, CMCA, AMS, PCAM – FirstService Residential, AAMC**  
**Stacey Patterson, Esq. – Ansell Grimm & Aaron, P.C.**

#### **"The Enlightened Path to ADR (Alternative Dispute Resolution)"** Leading Your Community Through the ADR Process

The successful community manager should be an expert on the ADR process. This session of the Managers Leadership Workshop will demonstrate how to create a successful association by enforcing community rules, giving timely notifications and how to use the ADR process when rules are violated and, or disputes occur.

- When should an ADR be used?
  - Violations and non-compliant residents
  - Neighbor disputes
  - Inappropriate conduct of a resident
- The application process, what should be included with the application and who's responsibility is it to pay the ADR fee?

**11:45 a.m. - 12:30 p.m.** Lunch  
**12:30 p.m. - 1:30 p.m.** Afternoon Presentation

#### **SPEAKER:**

**Guest Speaker - Marla Posey, CPM - Founder of SPARK, Multifamily Learning & Consulting.** Marla is certified through the National Apartment Association as an Advanced Instructor and she is a Faculty Member of the National Apartment Association Education.

#### **"Unboxing Leadership | Stepping Into Your True Power"**

Join us as we delve into the 8 elements of stepping into your true leadership power and designing an organization structure that will wow both your company and more importantly, your team.

- Learning Objectives
  - Discuss the Differences in Managing and Leadership
  - Examine what makes a true leader
  - Determine your own leadership style and attributes
  - Review the 8 leadership qualities those in authority need to demonstrate to truly step into their power as a leader

**1:30 p.m. - 2:15 p.m.** Panel Q&A

**Questions?** Contact Angela@cainj.org or 609.588.0030

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CAI-NJ advises that for training, marketing or other purposes, this event may be recorded, videotaped and/or photographed. By attending this event, the registrant(s) consents to the use of his or her image by CAI-NJ and agrees to waive any claim for the use of his or her image, including without limitation, the appropriation of his or her image for commercial purposes or the invasion of his or her privacy.

## 2019 Managers Leadership Workshop Registration

Name: \_\_\_\_\_

CAI Designation(s): \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

#### **Registration Fees:**

CAI-NJ MGR/MGMT Co. Members: \$15.00  
 Non-Members: \$40.00

CAI-NJ has a 72-hour cancellation policy

**TOTAL: \$** \_\_\_\_\_

#### **Payment Methods:**

1.) Pay by check, payable to CAI-NJ.  
 Mail completed form and payment to:  
 CAI-NJ  
 Attn: 2019 Managers Leadership Workshop  
 500 Harding Road  
 Freehold, NJ 07728

2.) Pay by credit card. Please fax to (609) 588-0040. Or, email to angela@cainj.org

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the cardholder's agreement with issuer.

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Exp: \_\_\_\_\_

