

CONCURRENT SESSIONS



Creating Conversations for Connection and Results (Featured Speaker, Andre Boykin)

The ability to create strong relationships is critical to the success of community managers. Talking comes naturally. However, creating conversations that build strong relationships is a skill that is learned and developed. In this highly interactive session, explore how the “movies” we play in our brain impacts the relationships we seek to nurture as community managers.



Development of a Community Association: Transition from Developer to HOA

Working alongside developers to birth a new association requires knowledge, skill and commitment. In this session, become familiar with the legal and practical issues you might encounter during the transition process and will introduce you to a comprehensive transition matrix that addresses all required elements to guide a successful transfer of responsibility.



Everything You Need to Know About Insurance But Were Afraid to Ask

Understanding how to navigate insurance issues is critical to your success. In this session, you will enhance your understanding of the difference between what one owns, what one maintains, what one insures and what one is liable for. Become more familiar with the common insurance issues you might face in your role as a community manager.



Deconstructing Management Contracts

The management contract sets the foundation for a positive and professional relationship between managers and the communities they serve. Using the management contract as an example, panel presenters will breakdown each element of a “well written contract” to ensure an understanding of key contract terms and conditions, as well as concepts regarding general contract interpretation.

CONCURRENT SESSIONS



Managing Difficult Personalities Effectively (Featured Speaker, Sir Adam Coughran)

From difficult residents to heated board meetings, managers are on the front lines of many high stakes situations. In this interactive session, learn effective communication strategies in dealing with difficult people and situations. Come away with an understanding of the dynamics of Emotional Intelligence and the range of communication styles one might encounter when confronted with volatile conversations.



Life Cycle of Litigation - Demystifying the Process

Managers play a critical role during litigation and that role differs greatly from what is expected of an attorney. Understanding your role in the process, what the attorney will expect from you and educating the board on their role will prepare "the team" for the legal road ahead. In this session, gain a clear understanding of the litigation process from start to finish.



Floods, Fires and Mudslides...Oh My!

Learn how to proactively prepare the board and community in the event a disaster strikes. Panel members will share insights on what to consider when preparing for disasters and what effective recovery efforts might look like for a community. This session will provide you with real (and recent) emergency related situations from the professionals who lived through them.



The Ins and Outs of Onsite Management

Living and working in a community can be a slippery slope, but when a manager knows how to effectively set boundaries and expectations on their availability, everyone wins! In this session, enhance your understanding of important employee and labor considerations and explore in-house versus third-party services.

CONCURRENT SESSIONS



Ethics in the Fast Lane

(Featured Speaker, Barnett “Barney” Rosenberg)

Join CACM for a mission that is possible! This highly interactive session will challenge your understanding of professional ethics as you consider your actions when confronted with an authentic ethical dilemma. It isn't always easy but ultimately, your action must reflect the strongest ethical integrity possible.



Sticks and Stones: First Amendment Issues in a CID

In this session, acquire a fundamental understanding of free speech issues as they relate to communication involving homeowners, boards, vendors, and management. Panel members will offer strategies on how to deal with information shared through social media, how to troubleshoot issues before they arise and what are some common defamation claims community managers might encounter.



You Will Survive! Tactical Strategies for Managers

The world of community management can be extremely rewarding. It can also be a challenge. Hang in there! In this session, learn how to identify and work effectively with different personalities. Develop strategies in preventative thinking to avoid and/or manage uncomfortable situations.



The Current Climate of Fair Housing Regulations and DFEH Accommodations

Through real life examples, learn how to define maintenance responsibilities between master and sub-associations, how to deal with conflicting rules and CC&R provisions and what should be documented in the decision making process. The importance of having clear and enforceable policies in place will assist you in managing liability exposure as it relates to a variety of issues.

CONCURRENT SESSIONS



Practical Strategies: Working in Aging Communities

Working in aging communities can be a rewarding experience. It can also be a challenge because it is imperative to understand potential liability and pitfalls of working in this setting. Understand your role in dealing with these issues and when to seek the assistance of outside experts.



Large Scale & High Rise Specific and Unique Concerns

From access control and water leaks to package processing, large scale and high rise managers have unique challenges. Using authentic examples, panel members will discuss clear and enforceable policies that address liability exposure and strategies for appropriately handling various nuisances.



Statutory Laws that Impact Communities

You will be introduced to specific strategies on how to process reasonable accommodation requests and how to prevent the escalation of disputes. Become familiar with some common pitfalls and when to seek guidance from legal counsel.