

2019 BROKER/OWNER *Conference & Expo*

TENTATIVE PROGRAM

Thank you to our 2019 Partners



National Association of Residential Property Managers



MONDAY, FEBRUARY 25, 2019

(Coffee only – Breakfast on own)

9:00 am–12:30 pm	NARPM® Broker/Owner Conference – Rehab Your Business Grand Ballroom A/F This unique session is an opportunity for business owners to take a fresh look at many aspects of their Property Management company. The format is designed to be engaging with a variety of topics and speakers, in a TED-Style Talk. Sessions include such topics as: Making Money, Technology, and Risk Management. Speakers will be quick-hitting, with only 12-15 minutes per speaker and the speakers will be asked to have an accompanying one-page ‘article’ summarizing their topic and best practices. Attendees will receive a compiled book with these articles. Speakers TBD:
12:30–1:30 pm	Broker/Owner Conference Lunch
1:50–2:40 pm	Building a Service Culture in Today’s On-Demand World Grand Ballroom A/F Speaker: <i>Michael Dominguez, MGM Resorts International</i>
2:45–3:30 pm	Rehab Lightning Round – Ask The Experts Grand Ballroom A/F Speakers: <i>TBD</i>
3:30–4:00 pm	Coffee/Snack Break
4:00–5:00 pm	Talk Triggers – Be Different and Get Customers for Free Grand Ballroom A/F Speaker: <i>Jay Baer, Keynote Speaker</i>
5:00 pm	Wrap up and adjourn for the day
5:15 pm	Networking Reception Grand Ballroom Foyer

TUESDAY, FEBRUARY 26, 2019

8:00–9:00 am	Continental Breakfast & Coffee	
9:10–10:10 am	General Session How to Work With and Lead People Not Like You	<i>Grand Ballroom A/F</i>
	<i>Speaker: Kelly McDonald, Keynote Speaker</i>	
10:15–11:00 am	General Session Stolen Trust: A Story and Solution on Every Business Owner’s Worst Nightmare	<i>Grand Ballroom A/F</i>
	<i>Speaker: Brad Larsen, MPM® RMP®, RentWerx San Antonio</i>	
11:00–11:20 am	Coffee/Snack Break	
11:20 am–Noon	Workshop Sessions	
	1. How to Market, Sell & Serve Customers	<i>Grand Ballroom B/C</i>
	<i>Speaker: Kelly McDonald, Keynote Speaker</i>	
	2. Autopsy of the Sale of a Property Management Company – Real Life Lessons from a Real Life Sale . . .	<i>Grand Ballroom D/E</i>
	<i>Speakers: Matthew Whitaker, gkhouses.com & Betty Fletcher, MPM® RMP®, Fletcher Property Management, CRMC®</i>	
	3. 3 Keys to Growth in this Day and Age	<i>Grand Ballroom A/F</i>
	<i>Speaker: Jesse Barnes, Centurion Real Estate Management</i>	
Noon	Lunch – Vendor Expo Opens	<i>Grand Ballroom G/H</i>
1:30–2:30 pm	General Session Panel on Smart Home Technology	<i>Grand Ballroom A/F</i>
	<i>Moderator: Sean Miller, PointCentral</i>	
2:35–3:05 pm	General Session Standardizing Financial Reporting: The NARPM Accounting Standard	<i>Grand Ballroom A/F</i>
	<i>Speaker: Jordan Muela, LeadSimple</i>	
3:05–3:45 pm	Coffee/Snack Break with Vendors.	<i>Grand Ballroom G/H</i>
3:45–4:15 pm	Arm Chair Discussion with HUD Representative	<i>Grand Ballroom A/F</i>
	<i>Hosted by: Monica Gilroy, Esq., The Gilroy Group</i>	
4:15–4:45 pm	What’s New from HUD	<i>Grand Ballroom A/F</i>
	<i>Speaker: TBD</i>	
4:45 pm	Wrap up and adjourn for the day	
5:00 pm	Vendor Expo and Reception	<i>Grand Ballroom G/H</i>

WEDNESDAY, FEBRUARY 27, 2019

7:30 am	Full Breakfast in the Expo with Vendors	Grand Ballroom G/H
9:00–10:10 am	General Session – The Art and Science of Innovation <i>Speaker: Jeff Hoffman, Keynote Speaker</i>	Grand Ballroom A/F
10:20–11:10 am	Workshop Sessions	
	4. Body Armor for Property Managers <i>Speakers: Robert Locke, MPM® RMP®, Crown Investor Institute and Monica Gilroy, Esq., The Gilroy Group</i>	Grand Ballroom B/C
	5. Dealing with Unexpected Changes in Personnel when Life Throws Curve Balls <i>Speakers: Kellie Tollifson, MPM® RMP®, T-Square Properties Anne McCawley, MPM® RMP®, Bennett Property Management, CRMC® Melissa Sharone, MPM® RMP®, First Rate Property Management, CRMC®</i>	Grand Ballroom D/E
	6. The Benefits of Leveraging an Outsource Partner <i>Speaker: Brian Flaherty, Global Strategic Business Pro</i>	Grand Ballroom A/F
11:15–11:45 am	Break with Vendors	Grand Ballroom G/H
11:20 am–Noon	General Session How to Grow Your Business through BDMs (Business Development Managers) <i>Speaker: Steve Rozenberg, Empire Industries Property Manager</i>	Grand Ballroom A/F
Noon	Lunch with Vendors (Expo closes after lunch)	Grand Ballroom G/H
1:30 pm	General Session A Wave of Change: Rental Market Today and Beyond <i>Speaker: Dr. Skylar Olsen, Director of Economic Research and Outreach</i>	Grand Ballroom A/F
2:30–3:30 pm	General Session The Hero Effect: Being Your Best When It Matters the Most <i>Speaker: Kevin Brown, Keynote Speaker</i>	Grand Ballroom A/F
3:30–5:00 pm	General Session Closing Rehab Session – Tips on Implementing Lessons Learned <i>Speaker: TBD</i>	Grand Ballroom A/F
5:00 pm	Wrap Up and Network with Friends	

Note: Education classes are being held on February 28, 2019 and require separate registration.

Visit: www.narpm.org/education/course-schedule

- 9:00 am–4:00 pm **In-House Maintenance – Running a Profitable Operation**
- 9:00 am–4:00 pm **Mastering Owner-Client Relations**
- 9:00 am–4:00 pm **Office Operations – Policy & Procedures**