

## PROGRAM

Day 1	September 17	3:00pm to 5:30pm
<p><b>Welcome</b> Kellie Tollifson <i>10 minutes</i></p>	<p><b>Welcome, Introduction and Overview – Kellie Tollifson, NARPM® President</b></p> <p><u>Today's Topic</u> - Identifying the stress issue</p>	
<p><b>Keynote</b> Stress Annihilation Richard Flint <i>45 minutes</i></p>	<p><b>3 A's For Creating a Business Mindset For This New Business Landscape</b></p> <ul style="list-style-type: none"> <li>• Examining what this new business landscape has done mentally to the masses</li> <li>• Understanding what it is going to take to regain focus</li> <li>• Exploring the two foundations of life and business</li> <li>• Learning and mastering the three A's (Adapting. Adjusting. Aligning.) for creating a mindset to endure and flourish through this new business landscape</li> </ul>	
<p><b>Business StressBuster 1</b> Jo Oliveri <i>30 minutes</i></p>	<p><b>Fact-based Leadership, Not Fear-based Followership</b></p> <ul style="list-style-type: none"> <li>• Underlying causation of common stressors in property management business</li> <li>• Indecision and using stress as its justification</li> <li>• Fearing losing control leads to no control of what you can control</li> <li>• How did the current pandemic force change that our fear previously prevented?</li> </ul>	
<p><b>Contactless Management &amp; Digital Leadership</b> Andrew Smallwood Second Nature <i>30 minutes</i></p>	<p><b>The Pandemic Pivot</b></p> <ul style="list-style-type: none"> <li>• Discover the transferrable, relevant lessons of how to navigate rapid change and what new opportunities for leadership and differentiation have emerged for professional property management companies. Learn more about the emerging visions of "contactless property management" and how to lead in a digital world.</li> </ul>	
<p><b>Share Rooms Stress</b> <i>20 minutes</i></p>	<p><b>Show Your Hand and Share – We Are All In This Together</b></p> <ul style="list-style-type: none"> <li>• Breakout 1 - These are my stressors...</li> <li>• Breakout 2 - Why the future frightens me?</li> <li>• Breakout 3 - What does it take for me to keep going? I feel physically, financially, professionally, and personally stressed.</li> </ul>	
<p><b>Revelations: Eureka's, Epiphanies and Eye Openers</b> <i>20 minutes</i></p>	<p><b>Sharing is Caring – A Collaboration of Revelations</b></p> <ul style="list-style-type: none"> <li>• Eureka brain explosions</li> <li>• Epiphany ideas</li> <li>• Eye opening duh, d'oh, aha and bha moments</li> </ul> <p>And get ready to share in prizes and rewards for participating by standing up, standing out and speaking up</p>	

Day 2	September 24	3:00pm to 5:30pm
<p><b>Welcome Back</b> <i>10 minutes</i></p>	<p><b>Welcome Back. Yesterday's Review and Today's Overview – Patrick O'Hearn, Rent Manager</b></p> <p><u>Today's Topic</u> – Technology, do you have the right tools to do the job?</p>	
<p><b>Keynote Technology in Property Management Gwenn and Jeremy Aspen</b> <i>45 minutes</i></p>	<p><b>How Has Technology Helped The Aspens To Pivot QUICKLY During The Pandemic</b></p> <ul style="list-style-type: none"> <li>• How did Gwen and Jeremy use their life design as a guiding force and what does that mean in business ownership?</li> <li>• Are you in business to live the life of your dreams or are you anchored to your business?</li> <li>• Are you instinctively lazy and get bored easily?</li> <li>• Do you want your team to do the things you don't like to do or don't want to do and at the same time be able to maintain control of these tasks?</li> <li>• Do you know how to choose the right technology that enables your business to succeed whilst at the same time allowing you to nurture long-term client and team relationships?</li> <li>• Were you prepared for COVID-19?</li> </ul>	
<p><b>Technology StressBuster 2 Chris Griesinger</b> <i>30 minutes</i></p>	<p><b>Reducing Business Stress with Technology (Rent Manager)</b></p> <ul style="list-style-type: none"> <li>• What kinds of technology can help us streamline our day-to-day operations?</li> <li>• How do we assess the technology that will help our businesses most?</li> <li>• What keeps us from adopting new technology and how do we overcome it?</li> </ul>	
<p><b>Technology StressBuster 3 Mark and James</b> <i>30 minutes</i></p>	<p><b>Technology Presentation – Automated Property Showing (Point Central/Tenant Turner)</b></p> <ul style="list-style-type: none"> <li>• Digital locks</li> <li>• Automated showings/ bookings</li> <li>• The future of showing property</li> </ul>	
<p><b>Share Rooms Technology</b> <i>20 minutes</i></p>	<p><b>Show Your Hand and Share – We Are All In This Together</b></p> <ul style="list-style-type: none"> <li>• <b>Breakout 1</b> – My property management team isn't comfortable with technology. I might lose my team!</li> <li>• <b>Breakout 2</b> – There is so much technology and everyone has a different opinion on what's best. I'm so confused!</li> <li>• <b>Breakout 3</b> – Technology is expensive. I can't afford it, but I'm concerned that I can't afford not to have it!</li> </ul>	

<p><b>Revelations: Eurekas, Epiphanies and Eye Openers</b> <i>15 minutes</i></p>	<p><b>Sharing is Caring – A Collaboration of Revelations with the Technology Gurus</b></p> <ul style="list-style-type: none"> <li>• Eureka brain explosions</li> <li>• Epiphany ideas</li> <li>• Eye opening duh, d'oh, aha and bha moments</li> </ul> <p>And get ready to share in prizes and rewards for participating by standing up, standing out and speaking up!</p>
<p><b>Day 3                      September 29                      3:00pm to 5:30pm</b></p>	
<p><b>Welcome Back</b> <i>10 minutes</i></p>	<p><b>Welcome Back. Yesterday's Review and Today's Overview – Gail Phillips, CAE, NARPM Chief Executive Officer</b></p> <p><u>Today's Topic - Keep moving forward so you don't fall back</u></p>
<p><b>Keynote Business by Numbers Daniel Craig</b> <i>45 minutes</i></p>	<p><b>Management by Metrics: How to Move from Gut Feelings to 3X Profitability</b></p> <p>Are you interested in dramatically improving the profitability of your business and maximizing your entrepreneurial freedom? This powerful presentation will help you, the property management entrepreneur:</p> <ul style="list-style-type: none"> <li>• Get crystal clear on the current financial performance of your business</li> <li>• Learn how these numbers will be the indicators to manage business, attract new business and make confident business decisions</li> <li>• Define an achievable profit goal for your business</li> <li>• Get ready to interact with NARPM® Accounting Standards to gain a better understanding of key business metrics</li> <li>• Determine the 3-5 key financial initiatives required to achieve breakthrough 3X profitability ...all by using the tools provided to NARPM members in the brand new NARPM Accounting Standards. You're already working crazy hard so why not 3X your profits?</li> </ul>
<p><b>Business StressBuster 4 Dave Holt</b> <i>30 minutes</i></p>	<p><b>Creating Wins in Your Property Management Business</b></p> <ul style="list-style-type: none"> <li>• Creating winning programs and systems that will benefit owners, tenants and your business</li> <li>• Survive and thrive by creating and maintaining a win-win philosophy</li> <li>• Review winning strategies for owners, tenants and your business to help attract and retain owners and tenants whilst creating more business, more income and less STRESS</li> </ul>
<p><b>Leadership by Numbers StressBuster 5 Jo Oliveri</b> <i>30 minutes</i></p>	<p><b>Don't Let Pushback Create Pullback</b></p> <ul style="list-style-type: none"> <li>• Techniques for stopping specific property management business stress in its tracks</li> <li>• Know your 'WHY' so your 'HOW' becomes your business guideposts and guardrails</li> <li>• How to implement business measurements and monitor them to stay on track</li> </ul>

	<p>and on fact.</p> <ul style="list-style-type: none"><li>• Strategies for implementing deliberate methods rather than taking desperate measures</li><li>• Don't get comfy - maintaining momentum to prevent going back to old habits and comfort zones</li><li>• Never say "That will never happen", "That's impossible" or "That's highly improbable" – anything can and will happen</li><li>• Don't get comfy – there will never be 'normal' again</li><li>• Identifying why pushback will lead to pullback</li><li>• Managing team pushback through pull forward leadership</li></ul>
<p><b>Ask The Leaders</b> <i>15 minutes</i></p>	<p><b>Q&amp;A – Business and Leadership</b></p> <ul style="list-style-type: none"><li>• Ask the leaders questions about business and leadership (Gail, Kellie, Patrick, Eric, Dave and Jo)</li></ul>
<p><b>Empowerment Conference Close</b> <b>Gail, Patrick &amp; Jo</b> <i>20 minutes</i></p>	<p><b>Sum It Up and Set It In Motion</b></p> <ul style="list-style-type: none"><li>• Post COVID-19</li><li>• Focusing on business and how to best serve clients' needs</li><li>• Don't stress about the 'uncontrollables' – we are in the business of resolving problems</li><li>• Embracing and implementing technology</li><li>• Running a business by numbers and remaining FactFit</li><li>• Maintaining a business that runs on deliberate actions, rather than desperate measures</li><li>• Pull forward leadership to break the chains of pushback team</li></ul>