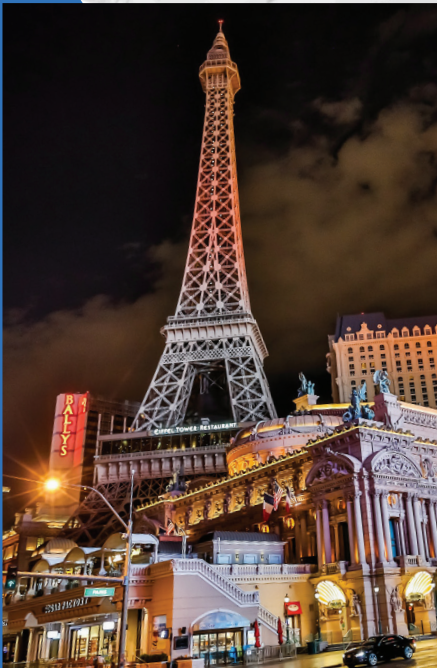


34th NARPM® Annual Convention and Trade Show

EVENT PROGRAM



October 17-20, 2022

Paris Las Vegas
Las Vegas, NV

(Education classes are
October 17 & October 21)

www.narpmconvention.com

P | I | V | O | T
Into The Future



appfolio Property
Manager

Welcome to the 2022 NARPM® Annual Convention & Tradeshow

Come visit us at **booth #75** to learn more about our new integration marketplace, AppFolio Stack™, and our latest feature enhancements. Plus, enter for a chance to win a \$200 gift of your choosing.

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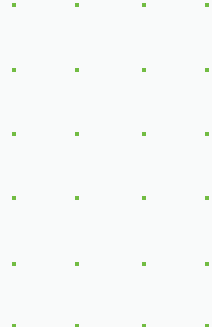
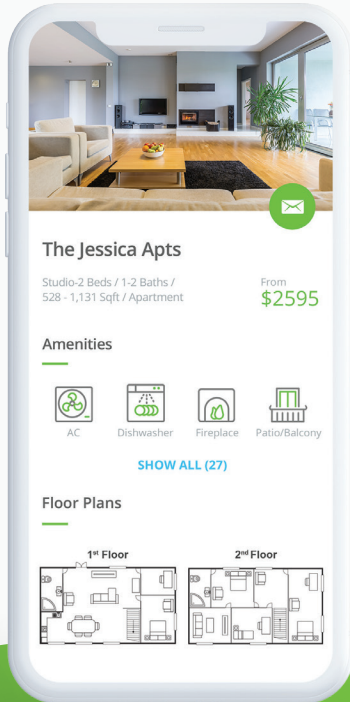
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ProfitCoach

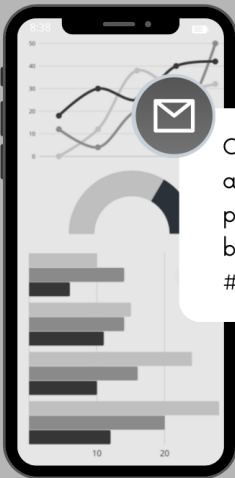
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Join our community of competitors
and overachievers at Booth 26 and
at www.pmprofitcoach.com



Hello NARPM® Friends:

I want to welcome you to NARPM®'s 34th Annual Convention and Trade Show! This week will be packed full of information and fun. You will get ideas on making money with real estate investments, increasing your profit, transforming best practices, solving problems, scaling your business, and much more. I encourage you to take in as many of the workshop sessions as you can. Most of them are lead by people just like you, NARPM®

members. They volunteer their time and knowledge to help you become a better property manager and improve our industry. They are quite literally *Pivoting Into The Future*.

While you are with us in Las Vegas, I encourage you to soak up as much as you can, but also share your experiences with other NARPM® members, especially those who are new. Trust me; there is something that you know that can help a fellow property manager. So, dig in and help someone *Pivot Into The Future*. That is what NARPM® is all about.

There was a lot of volunteer and staff work that went into the production of this event. I want to send a special "Thank You" to the Convention Committee, chaired by Gina Miller! They made all this possible along with the hard-working staff.

Now that you are ready to get started, take a few minutes to look at the schedule of events on pages 16 to 27. Star the sessions that look the most interesting to you, and map out your plan. Do not worry if you miss something; there will be a lot of discussion on everything that has happened in the hallways, bars, and restaurants. There will be plenty of time to *Pivot Into The Future*.

A handwritten signature in black ink that reads "Liz Cleymen".

Liz Cleymen, MPM® RMP®
2022 NARPM® President

The logo features the word "PIVOT" in a large, white, sans-serif font. Each letter is followed by a small, colorful triangle pointing to the right: orange for 'P', blue for 'I', red for 'V', blue for 'O', and green for 'T'. Below "PIVOT" is the phrase "Into The Future" in a smaller, white, italicized sans-serif font. The entire logo is set against a blue gradient background.

Past Presidents

| | | | |
|----------------------------------|---------|---------------------------------|------|
| Ralph Tutor | 1987-88 | Rose G. Thomas, MPM® RMP® | 2006 |
| Susan Gordon, MPM® RMP® | 1988-90 | Sylvia L. Hill, MPM® RMP® | 2007 |
| Steve Urie, MPM® RMP® | 1990-91 | Betty Fletcher, MPM® RMP® | 2008 |
| Peggy Rapp, MPM® RMP® | 1991-92 | Fred Thompson, MPM® RMP® | 2009 |
| *Ivan "Rocky" Maxwell, MPM® RMP® | 1992-93 | Vickie Gaskill, MPM® RMP® | 2010 |
| Dave Holt, MPM® RMP® | 1993-94 | Tony A. Drost, MPM® RMP® | 2011 |
| Kittredge Garren, MPM® RMP® | 1994-95 | Jayci Holden, MPM® RMP® | 2012 |
| Donna Brandsey, MPM® RMP® | 1995-96 | James Emory Tungsvik, MPM® RMP® | 2013 |
| Robert A. Machado, MPM® RMP® | 1996-97 | Stephen D. Foster, MPM® RMP® | 2014 |
| Mark Kreditor, MPM® RMP® | 1997-98 | Andrew L. Propst, MPM® RMP® | 2015 |
| Denny Snowdon, MPM® RMP® | 1998-99 | Bart Sturzl, MPM® RMP® | 2016 |
| Raymond Scarabosio, MPM® RMP® | 1999-00 | Steve Schultz, MPM® RMP® | 2017 |
| Melissa Prandi, MPM® RMP® | 2000-01 | Brian Birdy, MPM® RMP® | 2018 |
| Mike Mengden, MPM® RMP® | 2002 | Eric Wetherington, MPM® RMP® | 2019 |
| Chris Hermanski, MPM® RMP® | 2003 | Kellie Tollifson, MPM® RMP® | 2020 |
| Andrea Caldwell, MPM® RMP® | 2004 | Scott Abernathy, MPM® RMP® | 2021 |
| Marc Banner, MPM® RMP® | 2005 | <i>*Deceased</i> | |

2022 Board Officers

President

Liz Cleyman, MPM® RMP®
president@narpm.org

Past President

Scott Abernathy, MPM® RMP®
pastpresident@narpm.org

President-Elect

Tim Wehner, MPM® RMP®
presidentelect@narpm.org

Treasurer

Melissa Sharone, MPM® RMP®
treasurer@narpm.org

Secretary/CEO

Gail S. Phillips, CAE
CEO@narpm.org

2022 Directors/RVPs

Atlantic Region

Misty Berger, MPM® RMP®
atlanticrvp@narpm.org

Central Region

Amy Karns, MPM® RMP®
centralrvp@narpm.org

Pacific & Pacific Islands Regions

AJ Shepard, MPM® RMP®
pacificrvp@narpm.org
pacificislandsrvp@narpm.org

Southwest Region

Bob Preston, MPM® RMP®
southwestrvp@narpm.org

Southeast Region

DD Lee, MPM® RMP®
southeastrvp@narpm.org

Northwest Region

Katie McNeeley, RMP®
northwestrvp@narpm.org

2022 Committee Chairs

Communications

Pamela Greene, MPM® RMP®
communicationschair@narpm.org

Finance

Melissa Sharone, MPM® RMP®
treasurer@narpm.org

Member Services

Mario Valenzuela, RMP®
memberserviceschair@narpm.org

Professional Development

Anne McCawley, MPM® RMP®
profdevelopmentchair@narpm.org

Governmental Affairs

Michael Hodges, MPM® RMP®
govtaffairschair@narpm.org

Nominating

Scott Abernathy, MPM® RMP®
nominatingchair@narpm.org

Annual Convention & Trade Show Chair

Gina Miller, RMP®
conventionchair@narpm.org

Broker/Owner Conference & Expo Chair

Cassandra Swanson, MPM® RMP®
brokerownerchair@narpm.org

Technology Chair

Trevor Garrett, MPM® RMP®
technologychair@narpm.org

Vendor Ad Hoc Chair

Phil Owen, OnSight PROS
vendoracchair@narpm.org

2022 Convention Committee

Thank you to these dedicated NARPM® Members who have engineered a great 2022 Convention.

Convention Committee Chair:

Gina Miller

Convention Committee Vice-Chairs

Darcie Englert, RMP®

Christy Smith, RMP®

Program Sub-committee Chairs:

Michelle Baker

Ernest Diaz

Vendors Sub-committee Chair:

Phil Owen

Committee Members:

Michelle Baker

Kristina Bruce

Mary Jones

Tyler Rasmussen

Clint Setser

Laura Manley

Cortney Gill

Ernest Diaz

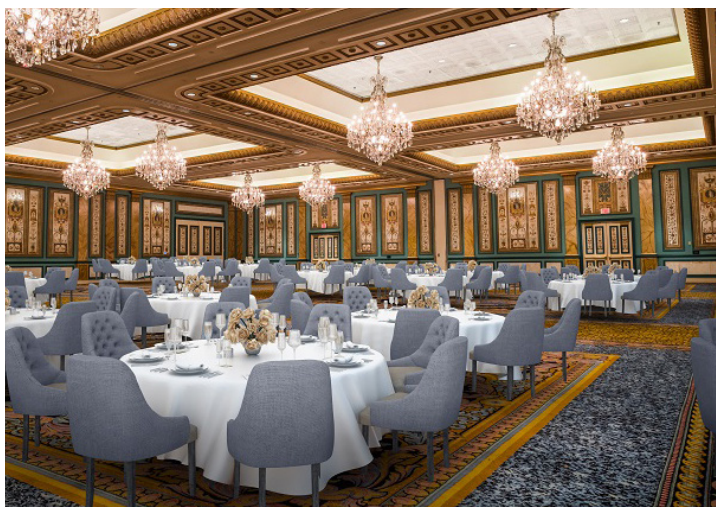
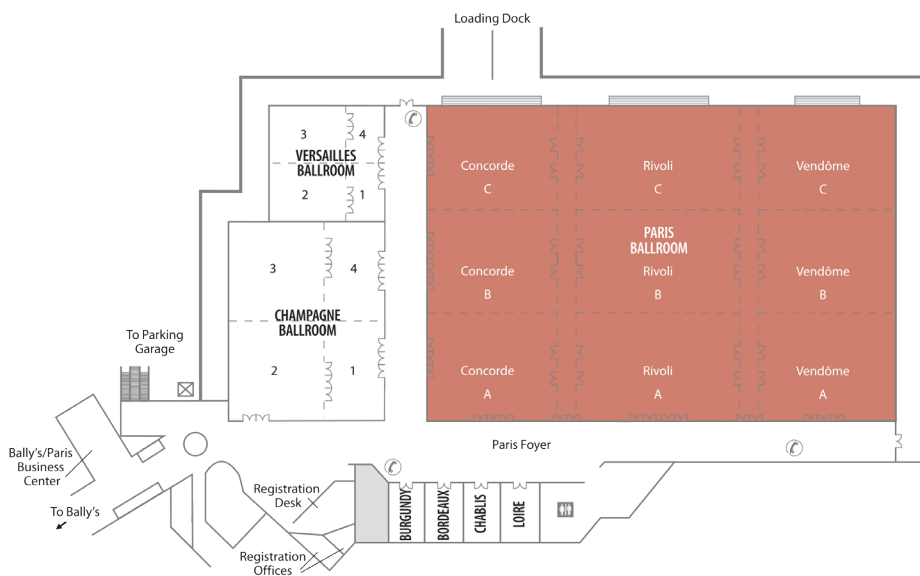
Karen Gould, NARPM® Conferences & Convention Coordinator

The logo features the word "PIVOT" in a large, white, sans-serif font. Each letter is followed by a small, colored triangle pointing to the right: a yellow triangle after 'P', a blue triangle after 'I', a red triangle after 'V', a blue triangle after 'O', and a green triangle after 'T'. Below "PIVOT" is the phrase "Into The Future" in a smaller, white, italicized sans-serif font. The entire logo is set against a blue gradient background that transitions from a lighter blue at the top to a darker blue at the bottom.

PIVOT
Into The Future

Hotel Floorplan

Conference Center



Convention Information

Location

Welcome to our 2022 34th Annual Convention and Trade Show. We are happy that you are here, and hope that this Convention and your attendance at Paris Las Vegas Hotel & Casino, is enjoyable, rewarding, educational, and fulfilling. The address of the property is 3655 S. Las Vegas Blvd., Las Vegas, NV 89109.

Experience everything you love about Paris, right in the heart of Las Vegas. At Paris Las Vegas Hotel & Casino, you are transported to the City of Lights with all the same passion and ambiance of Europe's most romantic city and all the excitement of the entertainment capital of the world. Paris Las Vegas features 2,916 sumptuous guest rooms and suites with custom European furniture, extravagant marble baths, rich fabrics, and luxury appointments to rival the finest Parisian hotels. From its rooftop pool and garden-inspired nightclub to an Eiffel Tower ride, excitement sparks at every corner at Paris. Explore to your heart's content. Paris Las Vegas boasts two retail areas reminiscent of a quaint Parisian village with cobblestone streets and painted ceilings. Stroll through the Bally's Promenade and Le Boulevard to shop until you drop by picking up jewelry and accessories, cigars, gourmet treats, memorabilia, and stylish clothing. From poker and baccarat to blackjack and the latest-themed slot machines, Paris is one of the best in Vegas gaming.

For more information about the Paris Las Vegas Hotel & Casino, please visit <https://www.caesars.com/paris-las-vegas>

Convention Dress

Appropriate dress for all parts of the NARPM® Convention in Las Vegas, Nevada is business casual. Remember hotel meeting room temperatures vary greatly, especially in the exhibit hall, so please dress accordingly – layers are good. The average high temperature in Las Vegas in October is 85 degrees and the average low is 46 degrees.

Endorsement

Inclusion in the Convention program of advertisements and other material, including workshop presentations, does not reflect the endorsement of NARPM®.

Exhibits/Prizes

Many exhibitors will be donating door prizes. Door prizes will be given away on Thursday following the Installation of the 2023 NARPM® Board of Directors and Introduction of the 2023 NARPM® President.

Please help make a comfortable convention experience for all

Smoking is prohibited at all convention events. Please turn off all cell phones and pagers or put them on vibrate mode during sessions. Thank you.

Schedule of Events - Monday

All times are for the current **Pacific time zone**.
All sessions will be recorded and will be available on-demand.

MONDAY, OCTOBER 17, 2022

| | | |
|--------------------|--|--|
| 9:00 am – 4:00 pm | NARPM® Class - Office Operations – Policy & Procedures* <i>(Separate registration and additional fee to attend.)</i> | Bordeaux |
| 12:00 pm – 5:30 pm | Registration Open | Paris Foyer |
| Noon – 3:00 pm | Past President's Charity Fundraiser* – Golf to Support Make-A-Wish Foundation <i>(Separate registration and additional fee to attend.)</i> | TopGolf 4627 Koval Ln Las Vegas, NV |
| 6:00 pm – 9:00 pm | President's Celebration Reception <i>(Included in full convention registration fee.)</i> | Pool Area (Outdoors) |



Schedule of Events - Tuesday

TUESDAY, OCTOBER 18, 2022

| | | |
|---------------------------|--|--------------------|
| 7:30 am – 6:00 pm | Registration Open | Paris Foyer |
| 8:00 am – 9:00 am | First-Time Attendee Welcome/Coffee <i>(Closed Session, by invitation only)</i> | Vendome C |
| 9:15 am – 10:25 am | NARPM® Keynote Opening General Session: Rock Star Life in the Entertainment World and Making Money with Real Estate Investments with Rob Van Winkle AKA Vanilla Ice | Vendome AB |

Rob Van Winkle AKA Vanilla Ice will speak about living the Rock Star Lifestyle and how he sold 7 million albums in just three months in 1990, sold more than 20 million records over his career, and is still selling. He is still performing more than 100 concerts a year with the "I Love The Nineties Tour," along with doing speaking engagements, corporate, and private events. Rob will talk about the making of "The Vanilla Ice Project" Real Estate TV Show on DIY/HGTV and how it ran for nine seasons with great ratings. Rob will cover the ups and downs in his life and how he almost died from drug overdose due to depression and drug use. Home remodeling and real estate investments are a big part of Rob's life these days and he is willing to share his knowledge with the audience. He has a 90-minute documentary coming out this Fall and will be filming a Zombie movie in Australia in January. A part of Rob's life will be depicted in a Vanilla Ice Biopic Movie to be filmed in 2023 starring Dave Franco. His unique story, experiences, genuine passion for music, entertainment, and real estate investments will be entertaining and leave you ready to pursue your own dreams and goals!

10:30 am – 11:20 am Workshop Sessions 1 – 2

**1. Shrink Your Door Count, Increase Your Profit,
and Regain Your Sanity**
Track: Broker/Owner

Vendome AB

I grew my company from 0 to 475 doors, but my entire team was stressed out all of the time and the company was not making enough money to make good decisions. It was time to get smart! In this session, I will show you the roadmap I used to shrink from 475 doors to the right 175 doors, increase our profit and create a great company culture.

Speaker: Matthew Tringali, BetterWho

Schedule of Events - Tuesday

2. 3.5 Reasons Why Proptech is Just Fintech with a “P”:

What to Expect in the New Proptech Driven Economy

Vendome C

Track: Property Manager

A seasoned Silicon Valley entrepreneur and fintech pioneer, Joe Polverari is co-founder and general manager of PURE Property Management. Prior to co-founding PURE, Joe led corporate development and strategy at Yodlee, a financial data aggregation and analytics platform, from 2000 through its IPO in 2014 and subsequent acquisition by Envestnet. Having experienced the rise and success of the fintech industry firsthand, Joe would like to take session attendees through the environmental similarities of where proptech is now, how like fintech, the real estate economy is complex and highly regulated, and the steps it will take for the residential property management industry to evolve and experience fintech's success. Due to the rapid adoption of technology to provide speed, simplicity and ease in so many other aspects of their lives, consumers are also demanding a better experience for their residential living. Polverari will provide key takeaways on how he predicts the proptech industry will evolve and what property managers and broker/owners can do to leverage fintech's lessons to provide a better consumer experience immediately and into the future, as well as reap the financial rewards themselves.

Speaker: Joe Polverari, PURE: Property Management, LLC

| | | |
|---------------------------|---|-------------------|
| 11:30 am – 1:00 pm | Lunch with Designation Recognition Program, CRMC® & Darryl Kazen Scholarship Award | Vendome AB |
|---------------------------|---|-------------------|

| | | |
|--------------------------|--|-----------------|
| 1:15 pm – 2:15 pm | Vendor Advisory Council Meeting | Bordeaux |
|--------------------------|--|-----------------|

| | | |
|--------------------------|---|------------------|
| 1:15 pm – 2:15 pm | NARPM® Regional Meetings with RVPs | |
| | Northwest Regional Meeting | Vendome B |
| | Pacific/Pacific Islands Regional Meeting | Vendome C |
| | Central Regional Meeting | Vendome A |
| | Atlantic Regional Meeting | Chablis |

| | |
|--------------------------|--------------------------------|
| 2:30 pm – 3:20 pm | Workshop Sessions 3 – 4 |
|--------------------------|--------------------------------|

3. Professional Development: Advancing from Property Manager to Leading a Team

Vendome C

Track: Property Manager

You're a top-notch Property Manager. Your owners rave about you, your tenants think you're the bomb (well, most of the time), and your KPIs are on-point. So, what's next? More units? Another market? Or better yet, use your experience to develop others into top-notch Managers like you. A business is only as good as its talent, and YOU can bring your company to the next level by focusing on your development

Continued next page.

Schedule of Events - Tuesday

and leading others in their growth. Learn how to stand out amongst your peers and advance from managing property to leading a team!

Speaker: Sarah Sorenson, Heirloom Property Management

4. The 4 Trends Impacting the Property Management Industry in the Next 5 Years

Vendome AB

Track: Broker/Owner

There are 4 immutable trends that will impact the residential property management business over the next 5 years: the rapid acceleration of technology; a looming real estate recession; the coming California renter state; and the demise of the traditional real estate brokerage. Learn how to position your company to profit from these inevitable shifts in our industry.

Speaker: Scott P. Brady, Progressive Property Management, Inc.

3:30 pm – 4:30 pm

NARPM® General Session:

Impossible as an Ultra Marathoner with

Tony Cline, MPM® RMP®

Vendome AB

We tend to underestimate what we can achieve in the long-term. I will share the story how running long distances paralleled my journey as a property manager to achieve higher and higher goals and will share some of the tools you can use to achieve your long-term goals in business.

4:30 pm – 7:30 pm

Exhibit Hall Grand Opening Reception

City Beautiful DE



Schedule of Events - Wednesday

| | | |
|---------------------|--|------------------|
| 7:30 am – 6:00 pm | Registration Open | Paris Foyer |
| 8:00 am – 9:00 am | Continental Breakfast | Vendome AB |
| 8:00 am – 9:00 am | Southeast Regional Meeting | Vendome C |
| 8:00 am – 9:00 am | Short Term Rentals Mastermind Group | Bordeaux |
| 9:00 am – 10:15 am | NARPM® General Session: Creative Ways to Increase Your Profit Per Door with Todd Ortscheid, Revolution Rental Management | Neptune Ballroom |
| | <p>Do you know what your current profit per door is? The average for the industry? The average among top PM companies? Well you SHOULD! Learn these figures as well as creative ideas you can put in place today to see those figures go up! There's lots of options out there – security deposit alternatives, pet screening, benefits packages, etc., but which have the best returns? Which are the easiest to implement? Come find out from someone who has done all the homework for you and has actually put these strategies to work for his highly successful company!</p> | |
| 10:15 am – 11:00 am | Refreshment Break in Exhibit Hall | Rivoli Ballroom |
| 11:00 am – 12:00 pm | NARPM® Keynote General Session: The SEAT of Success with Marilyn Sherman | Vendome AB |
| | Description to follow. | |
| 12:00 pm – 1:30 pm | Lunch with NARPM® Annual Business Meeting and Chapter Awards | Vendome AB |



Schedule of Events - Wednesday

1:30 pm – 2:30 pm Workshop Sessions 5 – 7

5. Don't Be a Boss; Be a Business Owner

Vendome AB

Track: Broker/Owner

How to sustain exponential growth without running yourself into the ground. Learn how Steve Rozenberg, built, scaled, and sold his Multimillion dollar Property Management business by implementing the knowledge and structure he has learned as a commercial airline pilot of over 30 years!

Speaker: Steve Rozenberg, Unlimited Mindset LLC

**6. Why Soft Skills and Emotional Intelligence are
Vital with Co-workers, Owners, Tenants and Vendors**

Vendome C

Track: Property Manager

So often Property Managers are taught the basics of our trade, but lack the vital soft skills birthed from increasing Emotional Intelligence (EI). This workshop will teach the basic principles of Emotional Intelligence and how it impacts our everyday relationships at work, home, and with all those we deal with on a daily basis. The workshop is supported with video examples from modern day movies, copyrighted handouts to help show how EI is vital in all areas of relationship, especially in Property Management, which since 2020 and the pandemic is becoming increasingly conflicted. Stacey McKay, NARPM SE Region Ambassador 2022 is a Real Estate Broker with 36 years experience in the Industry, 30 as a Broker. She is the Broker/Owner of Rental Home Management Services, Inc., President of Property Management University, Inc., and a Certified Relational Wisdom Instructor for the value-based training through RW360, a comprehensive Training on Emotional Intelligence.

Speaker: Stacey McKay, Rental Home Management Services, Inc.

**7. The 8th Annual State of the Property Management
Industry Report**

Versailles Ballroom

This session will bring to light new findings from the 8th Annual State of the Property Management Industry Report, which synthesizes insights from thousands of property managers, owners, and renters from across the country.

Speakers: Gail Phillips CAE, CEO, NARPM® & Rachel Graham, RealPage

2:30 pm – 3:00 pm

Volunteer Reception

Napoleon's

(Closed Session, by invitation only)



PIVOT
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Schedule of Events - Wednesday

| | | |
|-------------------|---|---|
| 2:30 pm – 4:00 pm | Refreshment Break in Exhibit Hall | Rivoli Ballroom |
| 2:30 pm – 4:00 pm | Committee Meetings Communications Governmental Affairs Member Services Professional Development Technology | Chablis Vendome A Vendome B Vendome C Versailles Ballroom |
| 4:00 pm – 5:15 pm | Past-President's Reception <i>(Closed Session, by invite only, for NARPM® National Past Presidents)</i> | Bordeaux |
| 4:10 pm – 5:00 pm | Workshop Sessions 8 – 10 | |

8. The Founder and the Force Multiplier

Vendome AB

Track: Broker/Owner

In this workshop session, DD Lee (Founder) and Amanda Trott (Force Multiplier) will explain in detail how to use this strategic relationship to grow and scale your business and career. Whether you are actively searching for an executive assistant or you are already working with an executive assistant, we will teach you how to maximize this relationship and raise the bar. We will discuss how to find the perfect assistant, outline the inner workings of the executive/assistant relationship, and share funny tales of lessons learned over our 5 years of working together.

Speakers: DD Lee, MPM® RMP®, and
Amanda Trott, PURE: Skyline Properties Group

9. Real Estate: The Organic Opportunities to Add to Your Bottom Line

Vendome C

Track: Property Manager

Through property management, there is a fantastic opportunity to add additional revenue to your bottom line with real estate. Building a referral-based business with your local agents can quickly build your network and create income without distracting you from your property management development. When the time is right to double down, consider adding brokerage to your property management company.

Speaker: Kathryn Carr, Property Management Inc.

Schedule of Events - Wednesday

10. Sandwiches, Systems & Scale:

How To Build Processes That Work

Versailles Ballroom

Track: Support Staff

Ask yourself:

- If your key employee leaves tomorrow, what impact would it have on your business?
- If you left for vacation, would your business suffer?
- If you had the opportunity, could you onboard 2x more doors in the next 60 days?

SOPs and workflow automation are all the rage, but have you found it difficult to build systems that scale leveraging technology that the team loves? I get it. Learn proven steps that allow you to seamlessly train new team members, go on vacation, and scale your business with solid systems.

Walk away knowing:

- Why you should redefine your understanding of how you deliver value to clients in order to enable you to do even more than you thought was possible.
- How you can use automation technology to drive high-impact efficiency gains while delivering the kind of personalized customer experience that your clients expect.
- What easy first steps (steps 1-5) you can take today to begin implementing workflow automation solutions that your team actually uses and loves.

Speaker: Zachary Berkompas, LeadSimple

5:30 pm – 6:45 pm

Past-President's Reception

Bordeaux

*(Closed Session, by invite only,
for NARPM® National Past Presidents)*

4:10 pm – 5:00 pm

General Session

Neptune Ballroom

Anatomy of High-Performing PMs: Transformative Best Practices from the 2022 NARPM Benchmark Study

Witness the unveiling of hot-off-the-press findings from more than 2,000 hours of financial research culminating in the 2022 NARPM Benchmark Study. By leveraging the power of the NARPM community, the 2022 NARPM Benchmark Study is setting the standard for what is possible in PM. This session distills the experiences of over 100 companies into proven best practices for achieving your financial goals. Come with questions, and leave with turn by turn directions to top 1% profitability based on the best PM data set in the world.

Speaker: Daniel Craig, ProfitCoach

5:30 pm – 6:45 pm

President's Reception

Napoleon

*(Closed Session, by invite only, for
NARPM® Leadership - Past Presidents/Chapter Leaders)*

Schedule of Events - Thursday

THURSDAY, OCTOBER 20, 2022

| | | |
|--------------------|--|-------------|
| 7:15 am – 2:00 pm | Registration Open | Paris Foyer |
| 8:00 am – 9:00 am | Continental Breakfast | Vendome AB |
| 8:00 am – 9:00 am | Southwest Regional Meeting | Vendome C |
| 8:00 am – 9:00 am | CRMC® Mastermind Group | Chablis |
| 8:00 am – 9:00 am | HOA Mastermind Group | Bordeaux |
| 9:00 am – 10:15 am | NARPM® General Session: Anatomy of High-Performing PMs: Transformative Best Practices from the 2022 NARPM Benchmark Study | Vendome AB |

Witness the unveiling of hot-off-the-press findings from more than 2,000 hours of financial research culminating in the 2022 NARPM® Benchmark Study. By leveraging the power of the NARPM® community, the 2022 NARPM® Benchmark Study is setting the standard for what is possible in PM. This session distills the experiences of over 100 companies into proven best practices for achieving your financial goals. Come with questions, and leave with turn by turn directions to top 1% profitability based on the best PM data set in the world.

Speaker: Daniel Craig, ProfitCoach

| | | |
|---------------------|------------------------------|------------|
| 10:15 am – 11:00 am | Coffee Break in Exhibit Hall | Vendome AB |
| 11:00 am – 11:50 am | Workshop Sessions 11 – 13 | |

11. Positive Power of Putting Employees First Vendome C

Track: Property Manager

James will provide a timely message about the positive power of putting employees first inspired by his book, *The Confetti Culture Playbook*, that will provide actionable ideas and strategies to ensure your teams feel seen, heard, and supported like family!

Speaker: James Ferguson, Confetti Culture

12. Surf, Survive, Drown: Lessons from the Experience Economy Vendome AB

Track: Broker/Owner

Airbnb, founded in 2008, upended the short term vacation rental market, and Uber, founded in 2009, displaced the traditional taxi cab experience. In less than 15 years, technology, fueled by consumer demand, has completely revolutionized entire industries. Overwhelmed by paper, processes, and regulation, as well as steeped in tradition, property management is ripe for disruption. The

Continued next page.

Schedule of Events - Thursday

tech tidal wave is here. How we adjust and face it will determine whether we surf, survive or... drown. Using lessons from today's experience economy, this presentation will:

- Explore evolving landscapes and similarities with other industries which makes property management a prime target for innovation
- Provide property managers with information to prepare themselves, both technologically and mentally
- Guide industry leaders on steps they can take to be proactive and "own" this evolution
- Predict industry outcomes based on necessary tactics
- Compare and highlight, using vivid storytelling, the customer journey today and in the future for residents, property managers and owner/investors.

Speaker: Eric Wetherington, MPM® RMP®

13. Sometimes I Hate My Job!

Versailles Ballroom

Track: Support Staff

Do you ever feel like you just need a place to vent? Well this is it! We all do! Being support staff is HARD and often goes under appreciated especially by the consumers. This panel discussion is for non-owner support staff and managers where they can feel safe to open up about the most frustrating parts of their job. Get it out of your system! No topic is off limits! After we have identified these issues we will discuss with you ways to fix these problems and see them all in a more positive light! This is a panel lead group discussion with lots of participation and idea sharing that will cover topics like:

- The hardest parts of working in a PM office
- How to deal with confrontation
- Actual tools and processes you can implement to have a less stressful work environment today
- Communication tools that work
- How to understand and communicate with your broker/owners more effectively

SOPs and workflow automation are all the rage, but have you found it difficult to build systems that scale leveraging technology that the team loves? I get it. Learn proven steps that allow you to seamlessly train new team members, go on vacation, and scale your business with solid systems.

Walk away knowing:

- Why you should redefine your understanding of how you deliver value to clients in order to enable you to do even more than you thought was possible.
- How you can use automation technology to drive high-impact efficiency gains while delivering the kind of personalized customer experience that your clients expect.
- What easy first steps (steps 1-5) you can take today to begin implementing workflow automation solutions that your team actually uses and loves.

Speakers: Samantha Hibbard, Topflight Property Management and Amy Stone, RMP®, Coming Home to Nashville

Schedule of Events - Thursday

Noon – 1:30 pm **Lunch with Membership, Awards, Longevity Recognition** **Vendome AB**

1:30 pm **Trade Show Closes**

1:30 pm – 2:00 pm **Installation of the 2023 NARPM® Board of Directors** **Vendome AB**
Introduction of the 2023 NARPM® President

2:00 pm – 3:00 pm **Closing Keynote General Session: The 7 Simple Habits of Inclusive Leaders with Melissa Majors** **Vendome AB**

What do inclusive leaders do? What specific actions do they take to demonstrate a commitment to inclusion? Inclusive leadership expert Melissa Majors is an innovator and optimizer of inclusion, leadership, and education strategies. In *The 7 Habits of Inclusive Leaders*, she reveals how great leaders enjoy superior team performance and drive much higher profitability by incorporating inclusive practices. These behaviors fall into seven categories: (1) Business Process; (2) Collaboration; (3) Mindset; (4) Leading Self and Others; (5) Decisions; (6) Values; and (7) Empathy.

Majors delivers clarity on how our brains are to blame for why leaders unintentionally exclude others. Through storytelling, research, and personal experiences, she offers a common-sense, yet compelling, and actionable approach to inclusion. She argues that people shouldn't feel guilty or defensive when having inclusion-related conversations; the brain is to blame, not people. This discussion is for all leaders; leaders of self, people, initiatives, and organizations.

Learner Outcomes:

- Articulate the case for integrity-based leadership as it relates to mitigating common challenges women face in the workplace.
- Describe specific leadership tactics that can be used to overcome these issues.
- Gain access to resources (infographics and pre-defined social posts) that can be used to continue the conversation with your network.

3:00 pm – 5:30 pm **2023 Chapter Leader Meet Up with Reception following** **Bordeaux**

Schedule of Events - Friday

FRIDAY, OCTOBER 29, 2021

**8:00 am – 12:00 pm Women's Council Conference –
Empowering Women in Leadership**
(Separate registration and additional fee to attend)w
Featuring Financial strategies, Delegation, and Women in Business

Sessions: 8:20 am Knowledge is Power – Financial Strategies for Women
Presented by Shaun Spaid, CFP®, ChFC®, MBA, CRPC® Private Wealth
Advisor from Ameriprise Financial

9:30 am Delegation:
Professional Velcro that May be Holding You Back
Presented by Fran Skinner, CFA, CPA of AUM Partners, LLC

11:11 am Women in Business Panel
Panelists: Darcie Englert, RMP®,
Heather Nicely and Bess Wozniak, MPM® RMP®
Moderator: Abi Wasserman Presented by Fran Skinner, CFA, CPA of AUM
Partners, LLC

9:00 am – 4:00 pm NARPM® Class -
Developing Rewarding Owner Relationships*
(Separate registration and additional fee to attend) **Bordeaux**

9:00 am – 4:00 pm NARPM® Class -
In-House Maintenance – Running a
Profitable Operation*
(Separate registration and additional fee to attend) **Bordeaux**

9:00 am – 4:00 pm Board of Directors Meeting
(All attendees invited to meeting) **Versailles 1-2**





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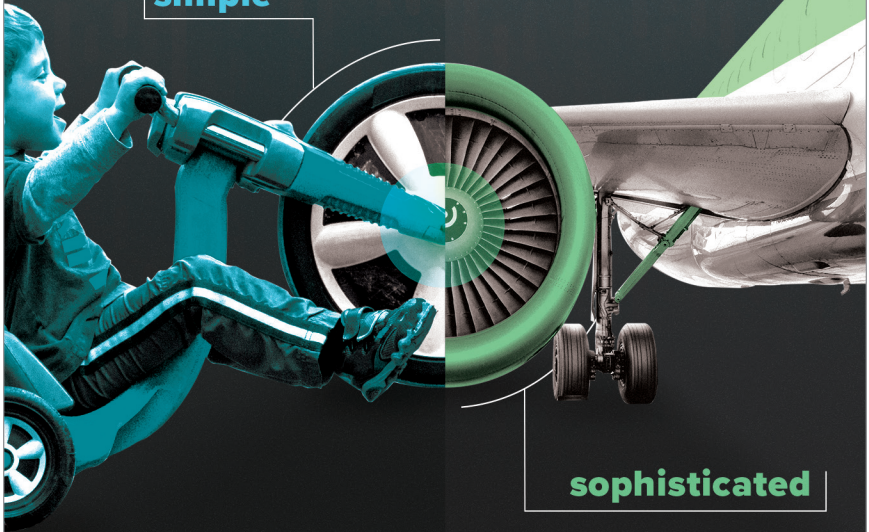
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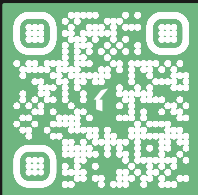
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- **DO NOT** attend or stay at any informal association meeting where there is no agenda, no minutes are taken, and no association staff member is present.
- **DO NOT** do anything before or after association meetings, or at social events, which would be improper at a formal association meeting.
- **DO NOT** interpret or enforce the association's Code of Ethics without direction from the leadership.
- **DO NOT** regard compliance with the association's Code of Ethics as justification for anti-competitive communications or actions.
- **DO NOT** represent that the association prohibits or limits advertising, marketing or solicitation other than as the law authorizes prohibitions or limitations.
- **DO NOT** issue any document or communication on behalf of the association unless with proper authorization.
- **DO** send copies to an association staff member of any communications or documents sent, received, or developed by you when acting for the association.
- **DO** alert every employee in your company who deals with the association to these guidelines.
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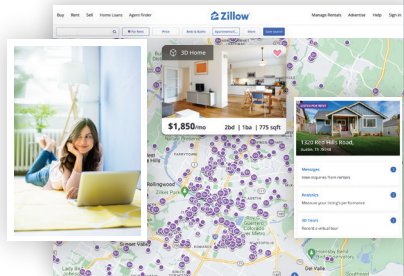


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Enter to Win the 2022 NARPM® PAC Sweepstakes

The NARPM® PAC Trustees have launched the 2022 NARPM® PAC Sweepstakes to support the NARPM® PAC. We are now selling entries. With your support, the NARPM® PAC can be in a strong position to support the election of candidates who understand the residential property management industry and are receptive to our concerns. You can win some cash in the form of a gift card.

Prizes are same-as-cash gift cards in the following amounts:

1st Prize: \$2,000; 2nd Prize: \$500; 3rd Prize: \$250

Drawing will be held during the 2022 NARPM® Convention & Trade Show.

\$25 PAC investment = 1 entry

\$100 PAC investment = 5 entries



To enter, you can:

- Hand in the completed form to a representative at the Convention PAC table by Wednesday, October 19 at 5pm Pacific;
- Or make a contribution at invest.narpm.org by Wednesday, October 19 at 5pm Pacific;
- Or fill out the form, found at [https://www.narpm.org/docs/legislative/sweepstakes/NARPM Sweepstakes investment card.pdf](https://www.narpm.org/docs/legislative/sweepstakes/NARPM%20Sweepstakes%20investment%20card.pdf) and email it to: info@narpm.org. Must be received via email by October 7, 2022.

Contributions to NARPM® PAC are not tax deductible as a charitable contribution for federal income tax purposes. NARPM® PAC is the political action committee of the National Association of Residential Property Managers. Contributions to NARPM® PAC are used in connection with federal elections. All contributions to NARPM® PAC are voluntary. You may refuse to contribute without reprisal. If this solicitation suggests a contribution in a particular amount, it is just a suggestion, and you may contribute more, less or not at all, and the amount given (or not given) will not benefit or disadvantage you in any way. Federal law requires us to use best efforts to collect and report the name, mailing address, occupation, and name of employer for each individual whose aggregate contributions exceed \$200 in a calendar year. No contribution is required to enter. Void where prohibited.



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Make-A-Wish Foundation's Mission

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for a child with a critical illness. This one belief guides us in everything we do at Make-A-Wish.

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TO DONATE It's easy. No paper forms to fill out. Just visit the specially designated website for NARPM® at https://secure2.wish.org/site/TR?company_id=5034&pg=company&fr_id=3997 and follow the directions on the donation page.



Or scan the QR code.

QUESTIONS? Call 800-782-3452





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If you would like a free consultation or if you have any questions, please contact our President, Richard Hart, EA, CAA at Richard@hartassociates.com



We are a proud affiliate of the National Association of Residential Property Managers