



National Association of Residential Property Managers

NARPM® Board Protocol & Conduct

Being elected to the Board of the National Association of the Residential Property Managers is an honor and privilege. Your peers have selected you to serve the association in representing the industry and their professional interests. The Board is expected to abide by the following protocol and conduct:

1. Leadership instills respect and integrity among members brought about by ethical, honest, and credible behavior:

- Leaders are held to a higher standard and are expected to be the example for our general membership to emulate.
- Leaders avoid inappropriate contact, dirty jokes, foul language, overindulging, etc. at all times whether at a board meeting or functions with general membership.

2. Cooperation and sharing amongst colleagues, instead of being competitors:

- Approach and welcome new members, first time attendees, and guests so they immediately know they are accepted.
- Always be willing to share information and ideas with fellow NARPM® members.
- Always “talk the good NARPM® talk” amongst the membership.
- Give a member(s) your full attention when they address you.
- At NARPM® related events, whenever possible, Board members should sit at separate tables.

As a leader, members take pride in getting to meet you and talk with you. By sharing your experiences, they become a part of the NARPM® experience. Consequently, it is encouraged that you meet as many different members as you can. By socializing with only your friends, you miss this opportunity as a leader of NARPM®.

Where would you be in NARPM® today if a leader had not approached you?

3. Commitment to the profession of Residential Property Management

- As a Speaker, NARPM® representative, guest, participant, etc. Register for all events in which you are participating, unless directed otherwise by your host organization.
- Meet and greet as many people as possible.
- Be accessible and approachable.
- Arrive early and be prepared.
- Turn off your cell phone.
- Private meetings should be conducted away from the membership.
- As an Attendee:

- During all events, be attentive and demonstrate respect to the person(s) speaking.
- Return from designated breaks promptly at or before the specified time.
- Participate in all events and get involved.

4. Promotion of continual learning:

- At any NARPM® or real estate event, wear your NARPM® designation pin(s).
- Encourage members and prospective members to attend NARPM® events and educational offerings.

5. Visionary leadership for the industry:

- Restrict negative communication; be constructive – presentation makes all the difference.
- Avoid personal agendas and politicking.
- If you are dissatisfied with a NARPM® member or situation, discuss it with that member or the appropriate leader(s) without involving others.
- Always remember, “NARPM® first” when preparing to present an issue, motion, etc. The needs/wants of a committee, member, or yourself are secondary if it does not benefit NARPM® as a whole by adhering to the Strategic Plan.
- Even if a controversy exists, demonstrate nothing but a positive attitude, especially when among the membership.

Even if something seems like a personal attack, it probably is not. People are inherently good and do not intend to harm or offend others with their choices or actions. Often the offensive or disappointing actions by another have nothing to do with you but rather with that person’s own goals, personal issues, or insecurities. If you know them personally, approach them privately to discuss the matter as a friend. If you know them professionally, approach them privately to discuss the matter respectfully as colleagues.

6. E-mail

- Make sure to enter a “subject” into the subject line and that the subject matches the content of the email – NARPM®.
- Copy the Chief Executive Officer on business communications.
- Restrict communication to the business being conducted.
- Only include parties, as necessary; likewise, make sure to include all parties affected by the information – don’t forget to include headquarters.
- Reply as directed, if you can reply to one rather than all, do so.
- Restrict humorous, sarcastic, or inappropriate communication, as it can be easily misinterpreted.
- Have access and check your email daily; respond as needed.
- Insert instructions (reply or reply all) into the email as to who should receive a reply.
- You are expected to reply to emails if your name is in “To” section and if cc: then the email is FYI only.
- Use out of office message if traveling so people know you are not available.
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- 8. Motions, reports, agendas:**
- Presenting motions or information, use required template.
 - If presenting a motion that opposes the goals or ideas that another Board member or committee, courtesy is to notify the appropriate person prior to the motion being presented.
 - Include all pertinent background information in a motion so the Board can make an educated and thoughtful decision.
 - Include how the motion/action supports the strategic plan.
 - Do your homework prior to the board meeting.
- 9. Relationship to the NARPM® professional staff, committee chairs, members, and board members:**
- Be supportive: offer to assist.
 - Be respectful: make a request, not an order.
 - Keep people that are needed in the communications loop.
 - Exceptions should not be expected for anything that has a clear policy/procedure.
 - Most importantly, do not assume; ask for clarification. The CEO knows the background so talk with them.
 - Be respectful of the language you use in all communications.
 - During meetings keep all communications and actions professional.
- 10. Time Management:**
- Manage your time so you can meet your obligations.
 - If you cannot meet an obligation, discuss it with the appropriate leader as soon as you realize it is a problem allowing opportunity for someone else to assist or accomplish the task.
- 11. Dress:**
- Dress professionally and respectfully at all NARPM® functions and when representing yourself as a NARPM® leader.
 - Wear NARPM® designation pins, etc. whenever possible
 - Wear your Board name badge whenever possible.
 - Participation is key – if a NARPM® event has a theme calling for a costume or special dress, Board members are to participate and dress accordingly.
 - Presidents' prerogative to make changes for the dress for special meetings away from the members.
 - Remove your convention name holders when on stage but your Board name badge is appropriate.
- 6. Service to society**
- Public Speaking:
 - Exhibit a professional and positive attitude.
 - Be prepared and knowledgeable about the subject.
 - Acknowledge all members/affiliates/guests professionally.
 - Present yourself as an expert of the industry, as that is how you are being perceived.
 - Promote Charitable or Community Service Projects
 - Participate and support any national NARPM® sponsored charities and events.