

BROKER/  
OWNER  
*Conference  
& Expo*

April 20-22, 2020

*Turtle Bay Resort*

Oahu, Hawaii



# Tentative Agenda

## SUNDAY, APRIL 19, 2020

4:00 pm – 6:00 pm Registration Open

## MONDAY, APRIL 20, 2020

[Coffee Only – Breakfast on own]

7:00 am – 3:00 pm Registration Open

8:00 am – 9:05 am **General Session:**  
**It's in the Pause® Leadership**  
*Speaker: Valerie Sargent*

9:10 am – 10:15 am **Workshop Sessions 1 – 3**

- 1. Walk Away Wealthy:**  
**A Focus on Legacy and Retirement**  
*Speaker: Kathleen Richards, MPM® RMP®*
- 2. Creating Wins**  
*Speaker: Dave Holt, MPM® RMP®*
- 3. Resident Benefit Packages**  
*Speakers: Bob Hansen, Second Nature, and Todd Ortscheid, Chairman, President, & CEO, GTL Real Estate*

10:15 am – 10:35 am Coffee Break

10:35 am – 11:40 am **General Session:**  
**Business by the Numbers:**  
**A How-To Guide to Running Your Business**  
*Speaker: Eric Wetherington, MPM® RMP®*

11:40 am – 12:20 pm Lunch

12:20 pm – 12:50 pm **Partner Breakout Sessions**

- Zillow
- Rently
- Second Nature

12:55 pm – 2:00 pm **General Session Panel Discussion:**  
**Survive and Thrive with Acquisitions**  
*Moderator: Michael Catalano, Real Estate Connections*

2:05 pm – 3:05 pm **HUD Update with Anna Maria Farias, HUD Assistant Secretary**  
*Moderator: Monica Gilroy, Esq.*

3:05 pm **Networking Reception**

# Tentative Agenda

**TUESDAY, APRIL 21, 2020**

- 7:00 am – 3:00 pm    **Registration Open**
- 7:00 am – 8:00 am    **Continental Breakfast & Coffee**
- 7:15 am – 7:45 am    **Designation Information Session**  
*Moderator: Melissa Sharone, MPM® RMP®*
- 8:10 am – 9:10 am    **General Session:**  
**5 Shark Points: Fundamentals for Success in Business and Life**  
*Speaker: Daymond John*
- 9:10 am – 10:10 am   **Speaker Meet & Greet / Coffee Break with Vendors**
- 9:15 am – 9:45 am    **Partner Breakout Sessions**
- AppFolio
  - Yardi
  - Buildium
- 10:15 am – 11:20 am **Workshop Sessions 4 – 6**
- 4. Improve Employee Performance & Customer Service Using KPIs**  
*Speaker: Anne Lackey, HireSmart Virtual Assistants*
- 5. Are You a Boss or a Coach?**  
*Speaker: Jo-Anne Oliveri*
- 6. Bullet-Proof Financial Controls... and Why Bad Things Happen to Good PMs**  
*Speaker: Daniel Craig, ProfitCoach*
- 11:20 am – 12:35 am   **Lunch**
- 12:35 pm – 1:40 pm   **General Session Panel Discussion:**  
**Maintenance Best Practices**  
*Moderator: TBD*
- 1:40 pm – 2:10 pm    **Coffee / Snack Break with Vendors**
- 2:10 pm – 3:15 pm    **General Session:**  
*Speaker: Juanita McDowell*
- 3:15 pm                **Vendor Expo and Reception**

# Tentative Agenda

## WEDNESDAY, APRIL 22, 2020

- 7:00 am – 12:00 pm Registration Open
- 7:00 am – 8:30 am Breakfast with vendors
- 7:30 am – 8:00 am Partner Breakout Sessions
- Rent Manager
  - Point Central
  - Propertyware
- 8:30 am – 10:05 am General Session:  
**Entrepreneurial Operating System (EOS) Workshop**  
*Speaker: Jeremiah Cundiff, VP of Operations  
for Property Management, Inc.*
- 10:10 am – 11:15 am Power Hour!  
Peer-to-Peer learning in round-table style sessions
- 11:15 am – 11:45 am Break with Vendors
- 11:45 am – 12:50 pm General Session:  
**How You Can Find Superstar BDMs to  
Grow Your Business For You**  
*Speaker: Jeremy Pound, RentScale & Panel*
- 12:50 pm – 1:55 pm Lunch
- 1:55 pm – 3:00 pm General Session  
*Speaker: TBD*
- 3:00 pm Wrap up and Adjourn for the Day