

Board of Directors and Committee Chairs 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. It is a commitment and responsibility that can be easily managed by staying focused on the NARPM® **Core Values:**

- Respect and integrity among members brought about by ethical, honest and credible behavior;
- Cooperation and sharing amongst colleagues instead of competitors;
- Commitment and dedication to the profession of Residential Property Management;
- Promotion of continual learning;
- Visionary leadership for the industry; and
- Service to society

1. 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
- Stay true to the NARPM® Code of Ethics and Professional Standards

2. Cooperation and sharing amongst colleagues instead of 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. If they present you with a problem or other matter, see it through to the resolution or direct them to the right entity (committee chair, staff person, and/or Board member) to handle the issue. Most important, follow up with the member to ensure they were satisfied with the process and/or end result
- At NARPM® related events, mix and mingle (sit) with a combination of friends/ long-term members, new members and first time attendees. 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 and dedication 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
- Published dates and rates for events apply to all members
- Always bring something to share with the members you are visiting (I.e. forms from your office, NARPM® membership packet and convention brochure, etc.)
- 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:

- Seek continued education for yourself (CE courses, NARPM® meetings, industry-related books and workshops, etc.)
- At any NARPM® or real estate event, wear your NARPM® designation pin(s)
- Support the offering of NARPM® certification courses in your area
- Encourage members to take certification courses and seek their NARPM® designations
- Encourage members and prospective members to attend NARPM® events and educational offerings

5. Visionary leadership for the industry:

- Release your inhibitions and personal issues to open your mind to focusing on the goals and purpose of the association
- Give and prepare yourself to receive constructive criticism
- 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/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, remember, it probably is not. People are inherently good and do not intend to harm or offend others by their choices or actions. Often times 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.

- 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 Executive Director 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 or sarcastic communication, as it can be easily misinterpreted
 - Have access to 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
- Male-Female Communication:
 - Avoid sexual overtones and innuendo
 - Avoid inappropriate contact, dirty jokes, foul language, etc.
- Motions, reports, agendas:
 - All must be presented
 - On time
 - Complete
 - In the format requested (hard copy, electronic, etc.)
 - Using any required template, as applicable
 - To all parties, as instructed
 - If you know of (or will be presenting) a motion that opposes the goals or ideas that another Board member and/or committee will be presenting, notify the appropriate board member/committee chair prior to the motion being presented
 - Include all pertinent background information to 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.
- 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
 - If they have not been able to complete a task assigned, ask them what they need or how you can help to ensure the task is completed
 - Keep them 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
- 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
- Dress:

All volunteers who serve in a leadership capacity, or as an instructor, shall dress in business attire and portray to the members a professional appearance. The President of NARPM® shall make the decision should a change in attire be needed for meetings.

All leaders and instructors are to submit to the national staff a photograph of themselves professionally dressed for use in publications.

- Dress professionally and respectfully at all NARPM® functions and when representing yourself as a NARPM® leader/ member
- Men – slacks, button shirts, sports jackets, suits and ties
- Women – business attire
- 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 equally and professionally
 - Present yourself as an expert of the industry, as that is how you are being perceived
- Promote Charitable or Community Service Projects
 - If you are part of a local and/or regional chapter of NARPM®, encourage the chapter to host such a project and make sure to participate in it. Participate and support any national NARPM® sponsored