



National Association of Residential Property Managers

Detailed Agenda for NARPM® Virtual Leadership Development Series

*open to all leaders at the Chapter and National levels

- ***October 23 – 1:00 EST; 12:00 Noon CST; 11 AM; MST; 10 AM PST; 7:00 AM Hawaii** – (Friday following convention) Leadership Orientation for incoming leaders (1.5 zoom sessions). Facilitated by Dave Phillips.

Topics Covered

- **Understanding Impactful Leadership**
 - Leadership vs. Management
 - Partnering with Staff for Success
 - Your Role, Expectations and Obligations
 - **Culture and Strategy**
 - Understanding the Five Leadership Personalities
 - Surrounding Yourself with Talent
 - Setting Expectation
 - **Next Steps**
-
- ***November 18 (2), 19 (2), 20 (1) – 1:00 EST; 12:00 Noon CST; 11 AM; MST; 10 AM PST; 7:00 AM Hawaii** – Core Skills for Leaders (5 one-hour zoom sessions) Facilitated by Dave Phillips with participation by NARPM Leaders and Staff. Sessions will be held live and recorded for those who can't make it.

Topics Covered

- **Looking and Acting Like a Leader**
 - Show Up, Don't Show Off
 - Build Your Team
 - Take the Blame, Share the Credit
- **Manage Meetings Like a Leader**
 - Setting the Tone Early and Often
 - Use the Agenda, Don't Have an Agenda
 - Follow the Plan
 - Practicing Transparency
 - Know the Rules Before You Break Them
- **Partner for Success – The Staff/Leader Relationship**
 - Defining Success
 - Working the Plan
 - Overcoming Challenging Leadership Personalities
 - Holding Yourself Responsible
 - Clear Communication
- **Communicate Like a Leader**
 - Understanding Transparency
 - Rule of Three
 - They are Always Listening/Watching
 - They Will Remember How You Made Them Feel

- Sharing the Stage
 - **Next Steps**
- **December 15 – 1:00 EST; 12:00 Noon CST; 11 AM; MST; 10 AM PST; 7:00 AM Hawaii** – Incoming Leader Web Meetings (small groups of incoming leaders to prepare for January) Facilitated by Dave Phillips
 - The concept here is a 30-minute check-in with top local chapter leaders in small groups that would allow for final adjustments and questions before the year starts. Leaders will be assigned at the November meeting the task of planning the tone they want to set for their year as leader. They will share their plan with the others on the call.
- **February 18, 2021 – 1:00 EST; 12:00 Noon CST; 11 AM; MST; 10 AM PST; 7:00 AM Hawaii** (facilitated by Dave Phillips) – Webinar on holding volunteers accountable
 - A 30-minute webinar in small groups to see how the year started.
 - Brief presentation on how to hold volunteers accountable
- **April 20 2021** (if live) 20/21 (if virtual)– **Breakfast at Broker/Owner Conference & Expo** –

2 duplicated one-hour zoom session with ½ of the chapter leaders at each session.

 - This could be a guest speaker (15 minutes) at a luncheon or breakfast on a leadership topic.
 - Also, have Chapter leaders and NARPM leaders present their success stories
- **May 2021 (Live in Chesapeake/virtual How to deal with the media)**– Spokesperson/public speaker training (current/incoming chapter leaders) – Facilitated by media/communications professional – Limit 15-20 attendees
 - This session is only for top local and national leaders. It could either be general public speaking or media spokesperson training.

All others will attend:

 - 1-hour presentation on zoom session on **How to deal with the media**
 - Break-out groups of 3 or 4 leaders via zoom session to do mock interviews
- ***October 2021 - Convention** October 26 – 29, 2021 Loews Kansas City – Leadership Recognition Lunch (to recognize outgoing leaders) Led by NARPM President
 - This session takes place during the Annual Meeting to recognize the success of local leaders.