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**Thursday, September 14, 2017**

**Rossmoor Community Association  
The Ballroom  
2 Rossmoor Drive  
Monroe Township, NJ 08831**



The Managers Leadership Workshop is intended to provide information and tools for managers to achieve their full potential as leaders in the community association industry. It is intended to benefit all levels from those new to the industry to management company executives and CEOs.

**CONTINUING EDUCATION NOTICE:**

By successfully completing this program, the New Jersey chapter of Community Associations Institute (CAI-NJ) will approve a full day of credit for this program towards the Professional Management Development Program (PMDP).

**DATE:** Thursday, September 14, 2017  
**LOCATION:** Rossmoor Community Association  
 The Ballroom  
 2 Rossmoor Drive  
 Monroe Township, NJ 08831

**SCHEDULE:**  
**8:30 a.m. - 9:00 a.m.** Registration & Breakfast

**9:00 a.m. - 11:45 a.m.**

**SPEAKERS:**  
**Jennifer Alexander, Esq., Griffin Alexander, P.C.**  
**Jeff Cirkus, CMCA, AMS, PCAM, Associa-Community Management Corp.**  
 Community managers confront different types of conflict.

- Community manager and the association board
- Community manager and the community
- Board member(s) and another board member
- Conflict amongst the community association staff

The speakers will identify conflicts and suggest techniques to resolve them.

- At what point, should the community manager pass it onto the attorney to resolve? – At which point during a conflict should there be legal intervention?
- What resources does the community manager have, to resolve conflicts?
- When should Alternate Dispute Resolution be used?
- Developing coping skills and protocols to succeed.

**11:45 a.m. - 12:30 p.m.** Lunch

**12:30 p.m. - 1:30 p.m.**  
**SPEAKER:**  
**Suzanne Carawan, Chief Marketing Officer at High Road Solution**  
Community managers must lead change.

- Changes in community populations
- Changes in technology
- Changes in communication norms

The speaker will identify where change management skills are needed.  
 The session will focus on developing change management skills to lead change within your association staff/board & managed community.

- How do you educate your community about changing societal trends?
- How do you work with your community to introduce and foster new digitally-based technology solutions?
- How do you manage a change management process?

**1:30 p.m. - 2:15 p.m.** Panel Q&A

**Questions?** Contact Angela at [angela@cainj.org](mailto:angela@cainj.org) or 609-588-0030

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**Managers Leadership Workshop**

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