

# 2018 VAMA CONFERENCE

# ENGAGE.

# EDUCATE.

# EXCEL.

APRIL 11-13, 2018 | NORFOLK, VA



## VAMA Conference Partners



## April 11th 11:30 AM - Registration Opens

### 1:00 PM - 2:15 PM

- From Self-ies to Us-ies"! 10 Sure Fire Tips to Amazing Customer Service *Presented By: Jackie Ramstedt*
- Fair Housing and Disability –Why Fair is Not Always Equal *Presented By: Doug Chasick*
- Dealing with People Who are Hard to be Nice To! *Presented By: Petra Marquart*
- Your Brand Identity- To Stand Out From The Crowd *Presented By: Marla Posey*

### 2:30 PM - 3:45 PM

- Making it FUN to Go to Work Again! *Presented By: Jackie Ramstedt*
- How to Find, Keep, and Maintain an Excellent Service Team *Presented By: Mark Cukro*
- The Power of Service: Give Residents a Reason to Stay *Presented By: Petra Marquart*
- Dissecting Disparate Impact: Ensuring Compliance in an Ever Changing World! *Presented By: Doug Chasick*

### 4:00 PM - 5:15 PM

- Self Defense and Situational Awareness for Multi-Family Professionals *Presented By: Mark Cukro*
- How to Turn Leadership Secrets into Success & Significance *Presented By: Dr Samuel Jones*
- Productivity Powerhouse - Accomplishing More, In Less Time *Presented By: Marla Posey*
- Find It. Fix It. Finance It: Risk Management for Property Supervisors *Presented By: Doug Chasick*

### 5:30 PM - 7:30 PM

**Conference Opening Party Celebration!**  
Blue Moon Grill, Waterside District

## April 12th 8:00 AM - Registration Opens & Breakfast

### 9:00 AM - 10:15 AM

- Speed to the Lead: The Art of Closing on the First Visit *Presented By: Kate Good*
- Leadership Crisis: Closing the Gap Between Average & Excellence *Presented By: Dr Samuel Jones*
- Inspecting Properties for Risk *Presented By: Zach Howell*
- Let's Talk- 10 Hacks For Clear, Concise Communication at Work *Presented By: Marla Posey*

### 10:30 AM - 11:45 AM

- Lease it Like a Lease Up *Presented By: Kate Good*
- The Time Management Myth *Presented By: Zach Howell*
- Looks Don't Matter and Other Lies Your Mother Told You *Presented By: Katie Rigsby*
- Ten Keys To A Happy Workplace – An Open Letter to Leaders and Managers Everywhere *Presented By: Rich George*

### 11:45 AM - 1:45 PM - Lunch on your own / break

### 1:45 PM - 3:00 PM

- Liar, Liar Pants on Fire *Presented By: Traci Brown*
- Millennial Musings *Presented By: Ellie Norton*
- Project Management Basics *Presented By: Zach Howell*
- Human Resource Topic *Presented By: Rich George*
- Body Language Confidential *Presented By: Traci Brown*
- How To Use Social Media for Professional Growth & Building Your Individual Brand *Presented By: Ellie Norton*
- Handling the Haters *Presented By: Katie Rigsby*
- Some Will, Some Won't, I Might – Ethics for Property Management Professionals *Presented By: Rich George*

## 4:30 PM - 6:30 PM - Trade Show Reception

60 Exhibitors, Open Bar, Prizes and \$1,000 Giveaway

## April 13th

8:00 AM - Registration Opens

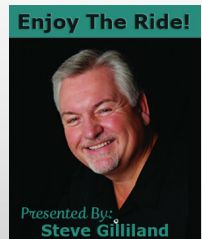
8:30 AM - 9:30 AM - Breakfast Buffet

9:30 - 10:00 AM - VAMA Presentation

10:00 AM - 11:00 AM Closing General Session & Grand Prize Giveaways

**Enjoy The Ride!**  
*Presented By: Steve Gilliland*

**Grand Prize Giveaways:**  
**\$1,000 CASH & NAA June Conference**





See Reverse For More Information...

**2018 VAMA CONFERENCE**  
**ENGAGE.**  
**EDUCATE.**  
**EXCEL.**  
**APRIL 11-13, 2018 | NORFOLK, VA**

**VAMA Conference Partners**



 **Hilton Norfolk The Main**  
**100 East Main St.**  
**Norfolk, VA 23510**

 **Hilton Overnight Room Block Information**  
**Room Rate: \$154**  
**1-800-HILTONS and reference Group Code VAM**

**Full Conference (All 3 Days, April 11th, 12th, 13th) - Owner/Manager Member Pricing**

Credit Card Rates:	Invoice me Rates:
Early Bird Full Conference Registration Rate - \$279 (Must register by February 15th)	Early Bird Full Conference Registration - \$299 (Must register by February 15th)
Regular Full Conference Registration Rate - \$309	Full Conference Registration - Invoice Rate - \$329

**One Day Only - April 12h - Owner/Manager Member Pricing**

*Please note, one day registration is for April 12th ONLY. You will NOT be able to attend the events on April 11th nor April 13th. You will also NOT be eligible to participate in the \$1,000 cash prize giveaways nor the NAA June Conference giveaway.*

Credit Card Rate:	Invoice Rate:
April 12th Only Registration Rate w/Credit Card - \$239	April 12th Only Registration Rate w/ Invoice - \$259

**Full Conference Non Exhibiting Trade Show Supplier Member Attendee Pricing**

*To have access to the trade show floor on 4/12/18, your company MUST be a VAMA Trade Show exhibitor. To register to be an exhibitor contact [teresa@vamaonline.org](mailto:teresa@vamaonline.org) (space is limited). If you do not want to exhibit at the VAMA Conference Trade Show but you would like to attend the rest of the conference, prices are listed below. If you register as a non exhibiting supplier attendee, you will have access to ALL conference events EXCEPT the trade show on 4/12/18.*

Credit Card Rates:	Invoice Rate:
Full Conference Registration w/Credit Card - \$219	Full Conference Registration - Invoice Rate - \$239

**Want to be an exhibitor at the 4/12/18 trade show? Contact [teresa@vamaonline.org](mailto:teresa@vamaonline.org) for availability & pricing!**

**Registration Information (all fields are required):**

Company Name: \_\_\_\_\_ Community Name: \_\_\_\_\_

Attendee 1 Name/Email: \_\_\_\_\_

1) Registration Fee (Circle One): Full Conference OR April 12th Only

Attendee 2 Name/Email: \_\_\_\_\_

2) Registration Fee (Circle One): Full Conference OR April 12th Only

Attendee 3 Name/Email: \_\_\_\_\_

3) Registration Fee (Circle One): Full Conference OR April 12th Only

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Invoice Me or Credit Card: \_\_\_\_\_

*Are you paying with Credit Card? If Yes, Please provide your information here:*

Name On Card: \_\_\_\_\_

Card Type: \_\_\_\_\_ Card Number: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Security Code: \_\_\_\_\_

**Register online at [www.vamaonline.org](http://www.vamaonline.org)! Scan and email this flyer to [teresa@vamaonline.org](mailto:teresa@vamaonline.org)!**  
**Fax this flyer to (804) 756-8210! Need more information? Call (804) 756-8262!**  
**Once your registrations are processed you will receive a copy of your invoice.**  
**If paying by credit card, you will get a copy of the paid receipt.**