

How To Handle Conflict Without Giving In Or Lashing Out with Denise Ryan

Thursday, November 18, 2021
Luncheon 11:30 a.m. - 1 p.m.
Seminar 1 -4 p.m., 3 CEC's
Highland Country Club
105 Fairway Drive
Fayetteville, NC 28305

* Registration is open until 11/15/21 at 12:00 PM [Sign up here!](#)



About the Seminar:

Let's face it, from time to time, we disagree. Sometimes we disagree with random strangers; sometimes with people we love. As long as humans have been hanging out together, we've had different opinions. You say tomato, I say jelly bean. So, is conflict bad, horrible, to be avoided at all costs? Conflict, if handled well, can actually produce better results. Customer complaints can lead companies to improve their products and services. Disagreements can lead to better solutions. But you have to know how to handle conflict to make the most of it. This session shows you how.

Some of the things we'll cover:

- Some of the irrational thoughts we have concerning conflict
- How you automatically react to conflict (and how to do better)
- The destructive responses we have during conflict
- How to productively handle disagreement
- All participants will receive a workbook and tools they can take back and use with their teams (or their in-laws).

Note: Our annual meeting/voting will take place during the luncheon portion of this event.

About the Instructor: Denise Ryan

Denise Ryan helps light the fires of enthusiasm, so people can do great things. She is an author, an MBA and a CSP (Certified Speaking Professional), a designation of excellence held by less than 10% of professional speakers. During the pandemic she wrote a new book, "Pink Prep – A Woman's Best Guide to Planning for the Worst."

She has spoken for the North Carolina Apartment Association as well as for the Greater Fayetteville Apartment Association (she's been with us several times). She has also worked with Hilton Hotels, IBM, and the US Department of Homeland Security.

One of her favorite audience member reviews:

"I have been going to conferences for over 25 years and have heard and seen some great speakers and presenters. I have to say; you were one of the best. Your presentation was excellent, it was motivating, uplifting and downright entertaining and let me not forget funny as all get out."

CAM - Certified Apartment Manager with Mindy McCorkle

Whether you are a property manager or new to property management, this course provides in-depth training and expertise just for you! Earning the CAM credentials gives you the skills to increase your community's net operating income; the knowledge to effectively manage an apartment community; and most importantly, the ability to achieve your property owners' investment goals. Deadline to **register** is 1/7/2022 at 5:00 p.m. Take the **CAM Self-Assessment Tool** to see if you are ready for CAM.

Class dates are 9 am to 5 pm on the following dates at The Regency:

- 1/19/2022 - please arrive 15 min early
- 1/26/2022
- 1/27/2022
- 2/9/2022
- 2/10/2022

What You'll Learn:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately

Requirements:

To obtain the CAM credential, candidates must complete the following:

- Minimum of 12 months of onsite property management experience
- Successful completion of all CAM coursework (totaling 40 hours)
- Meet all examination standards within six (6) months of declaring candidacy



About the Instructor: Mindy McCorkle:

Mindy McCorkle has 30+ years of leadership experience in multiple industries. She's held positions from front-line roles to executive positions and is seen as a mentor and leader by many. She has too many awards and accolades to list here but has been recognized locally and nationally for her instructional expertise.

Mindy owns Enhancement Talent Development where she provides clients with customized learning experiences, team coaching, consulting, and other talent related services. The B2C side of her journey is Life Enhanced, a subsidiary of Enhancement Talent Development, and that's where Mindy works with individuals to help them grow personally and professionally, and find greater happiness and fulfillment through transformation, realignment, and learning experiences. She is a perpetual learner and loves to inspire others to continue learning as well.

Mindy is also an author who publishes inspirational works, self-development books, and virtual learning sessions.

She brings a unique authenticity to every interaction and presentation and shares transformational insight from her experiences. She's not a game changer; she's creating a whole new game!



Holiday Stress Reducers & Productivity Boosters with Mindy McCorkle

4th in the Supplier Survival Series (free for Suppliers!)

Wednesday, November 10, 2021 from 10:00 AM - 11:00 AM, 1 CEC

* [Registration](#) is open until 11/8/21 at 5:00 PM

About the Webinar:

The holiday season can be tough. Many clients have urgent needs to use that year's budget dollars before the budget year ends. There are more social activities to add to your calendar during the last few months of the year. Associates take time off that won't carry over to the next year, leaving those behind with fuller plates. And if it's YOU that is taking time off during the holiday months, there's the added pressure of preparing for your absence, not to mention the catch-up that takes place when you return. It can feel like the world around you has slowed down a little while you're still spinning at a hundred miles an hour. And that's just at work. Add to all that, the time it takes to do all the things your family and close friends need from you that time of year, and BAM! The exhaustion that the year has already rained down on you is amplified ten-fold. Join us in this session to hear actionable tips for managing all those challenges while reducing your stress during the crazy holiday season.

PLUS: BONUS tricks for how to be more productive and reach those year end goals amidst the holiday chaos.



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Starlight Awards Nominations Reminder

If you have received an email/letter that you have been nominated for any of the Starlight Awards, and you are a member of the GFAA, the deadline to complete the Survey Monkey link(s) you were given is: **November 5th, 2021 at 5:00 p.m.**

Do not forget to send photos of yourself, your team, clubhouse or logo (whichever was requested in the notification you received) to info@mygfaa.org by this date also.

Nominations will be sent off to the judges soon after the deadline, and the details of the Awards Ceremony will be announced soon!



Monthly Memo from the GFAA President

Dear GFAA Members,

Thank you for your continued support of our amazing organization. We have almost completed 2021, and the month of October gave us a bunch of educational opportunities to grow and learn from. Thank you to Todd Whitlow for educating our members on the NAA lease and updating us on legal issues in North Carolina. The Apartment Association of NC completed their four part quarterly webinar series with an update on Student Housing and the Future of Student Housing in our state. We appreciate all the hard work our Education Committee volunteers, bring to us insightful and informative educational opportunities.



November is here and we are gearing up for our Annual Membership Meeting on Thursday, November 18, 2021 at Highland Country Club. Stick around after the meeting for an all star seminar with Denise Ryan on "How to Handle Conflict Without Giving In or Lashing Out". We also have our final Supplier Survival Series on Wednesday November 10, 2021 with the distinguished Mindy McCorkle titled "Holiday Stress Reducers & Productivity Boosters". Be sure to register for our upcoming events this November.

Don't forget to complete your Starlight Award Forms this week and the D&I and Sandhills Scholarships are due as well! We know there are many deserving recipients in our area.

Big News!

Fayetteville Technical Community College has heard our call and has adapted a Property Maintenance Technician Program at the college. This course will prepare a maintenance technician with everything they need to excel on your property. If you know anyone interested in a career change or have someone on site that needs additional educational opportunities please look into this program.

As always we appreciate all of our membership and look forward to seeing you at our upcoming events!

Sincerely,

Jennifer Pittman, CAPS, CAM
GFAA 2021 President
gfaapresident2020@gmail.com



“Frozen in Time” - GFAA Holiday Party

Join the GFAA for an evening of wintery fun for the Frozen in Time Holiday Party!

Wednesday, December 8, 2021

6:00 PM - 9:00 PM

Highland Country Club

105 Fairway Drive

Fayetteville, NC 28305

* [Registration](#) is open until 12/3/21 at 5:00 PM

Event Details:

6 pm - Cash bar opens for networking

6:30 pm - Dinner will be served

After dinner.....

- * Have fun dancing to the tunes of PB Productions
- * See who is crowned the Ice King and Ice Queen
- * Say farewell to the Second Harvest Food Bank with our final donation of the year
- * Find out who the recipients are of the GFAA Education and D&I Scholarships

Significant others are welcome to attend! Cost: \$49.00 per person.

*Everyone must be registered in advance to account for seating and dinner.

Dress - semi-formal/formal.

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Kristen Micallef

Community Development Manager - NC

(734) 658-2042

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¹Source: Fiber to the Home Council, June 12, 2019



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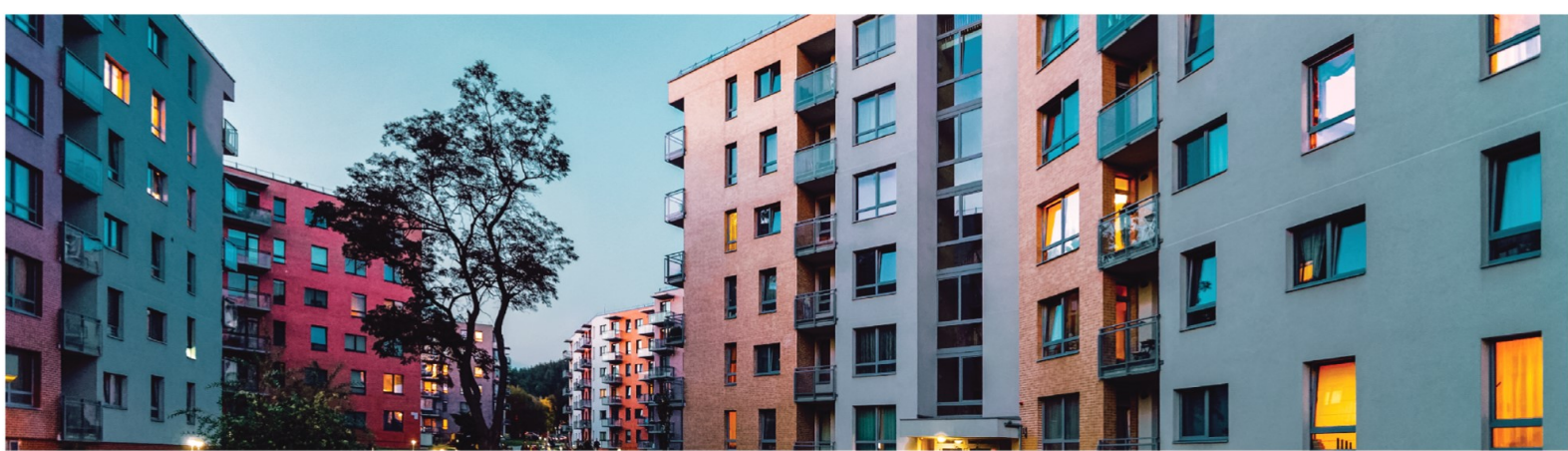
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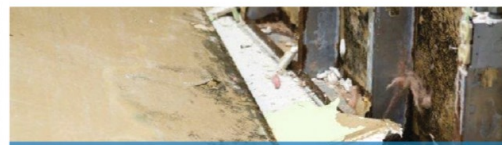
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GFAA Scholarship Reminder

Are you interested in earning a designation in 2022? The GFAA is a strong supporter of Education and is looking for their next scholarship winners for CALP, CAM, CAPS, CAS or CAMT.

The deadline to turn in the application and all supporting documents is 5:00 p.m. on Friday, November 12th, 2021.

Click below for more information and the applications:

[GFAA Sandhills Scholarship](#)

[GFAA Diversity & Inclusion Scholarship](#)

Greater Fayetteville Apartment Association

P.O. Box 25006

Fayetteville, NC 28314

Phone: 910-929-0217

Email: info@mygfaa.org

Website: <http://www.mygfaa.org>

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