

Conflicts and Resolutions with Association Boards Community Association Managers Only—Breakfast Seminar

Join with your colleagues to have
an interactive discussion

Some of the topics that will be discussed

- How to stay professional in dealing with difficult people
- How to stay focused at Board meetings
- Is your Board running you into the ground?
- How to manage Board expectations
- Common mistakes Managers can avoid
- Communications ... are they out of control?
- Conducting business in a professional and legal manner

Friday, April 24, 2009
8:30am - 11:30am

University Center
525 South State Street
Chicago, IL 60605
312-924-8000

Parking is on Wabash behind the
University Center. Cost is \$14.

Check-in begins at 8:00am.
Attendees will receive 3 CAI
continuing education credits, binder
with materials, certificate of
completion & continental breakfast!

Discussion Presenters

Michaelene Conrad, CMCA, MIRM, MC Property Mgmt. Corp. **Angela Falzone**, Association Advocates, Inc.
David Hartwell, Attorney, Penland & Hartwell, LLC **Lou Lutz**, CMCA, PCAM, Legum & Norman, Mid-West

Please PRINT clearly and use one form per person

Name: _____

Company Name: _____

Address: _____

City/State/Zip: _____

Phone : _____

Email address: _____

CAM's Only: Conflicts and Resolutions with Association Boards - Friday, April 24, 2009

- CAI Member Rate \$35 per person Member # (required for member rate) _____
 Non-Member Rate \$45 per person

Pay with Visa, MasterCard or American Express Card #: _____ Exp: _____

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(CCV# is the 3-digit number on the back of your Visa or MC in the signature box and the 4-digit number on the front of your American Express.)

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*CAI Payment Policy: Faxed registrations MUST include credit card info to be processed. Payments must be received on or before the program date to attend. CAI does not invoice registrants or their management company. Please mail checks on or before April 16th to ensure arrival by April 24th, or use your Visa, MC, or American Express. Prepayment is required to confirm registration. All cancellations must be received in writing by April 22nd 4:00 pm to receive a refund. Receipt of your PAID invoice serves as your registration confirmation if registration is received at least 7 days prior to event.