

# 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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\*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.