



SUE OR SETTLE?

YOU CAN CONTROL THE OUTCOME

THURSDAY, MAY 21, 2015
HILTON HOUSTON WESTCHASE
9999 WESTHEIMER, HOUSTON, TEXAS 77042
11:30 AM–1:00 PM

Have homeowners made outlandish requests to you, then fumed when you said “no”? Are you surrounded by squabbling staff, business partners and residents? Do you have a board that insists the association's legal counsel sue the developer for questionable construction defects? Have you ever thought there has to be a better way to resolve these situations early before they snowball out of control? Margey Meyer, CMCA, PCAM will offer core dispute resolution principles and explain how managers can leverage these concepts to defuse conflict before it escalates.

TOPICS TO BE COVERED:

- How preparation can eliminate or diffuse disputes
- Communication and customer service techniques to avoid or reduce claims
- Alternative Dispute Resolution (ADR) tips and techniques

Margey Meyer, CMCA, PCAM is a certified mediator with the American Arbitration Association and has been active in community association management and construction for decades.

Margey is a member of CAI faculty, served on the Task Force that created the Certified Manager of Community Association (CMCA) certification, conceptualized the Accredited Association Management Company (AAMC) designation, and is the recipient of National CAI's Educator of the Year award in 2007 and 2010 and Outstanding Volunteer Service Award in 2014.



Greater Houston Chapter
Community Associations Institute
9525 Katy Freeway, Suite 303
Houston, Texas 77024

\$35.00 member/\$50.00 non member prior to May 14, 2015
\$40.00 member/\$55.00 non member May 15-May 18, 2015

This seminar is worth one hour of continuing education credit

Cancellations must be received by May 18, 2015
GHC-CAI cannot issue refunds.

To register. Caihouston.org/calendar
E-mail: staff@caihouston.org
Fax: 713-465-4289



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Yes, I (we) will be attending the 5/21/2015 Seminar:
Name(s): _____

Company/Association: _____

Address: _____

City/State/Zip: _____

Payment method: () Ck enclosed or () Bill CC
*Make checks payable to CAI-Greater Houston Chapter

Name on Card: _____

Card #: _____

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CVC Code #: _____

The CVC is the three digit number of the back of credit card.

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