



FLORIDA INTERNATIONAL UNIVERSITY

CCHOAM™

Chartered Condominium/HOA Manager Certificate Program



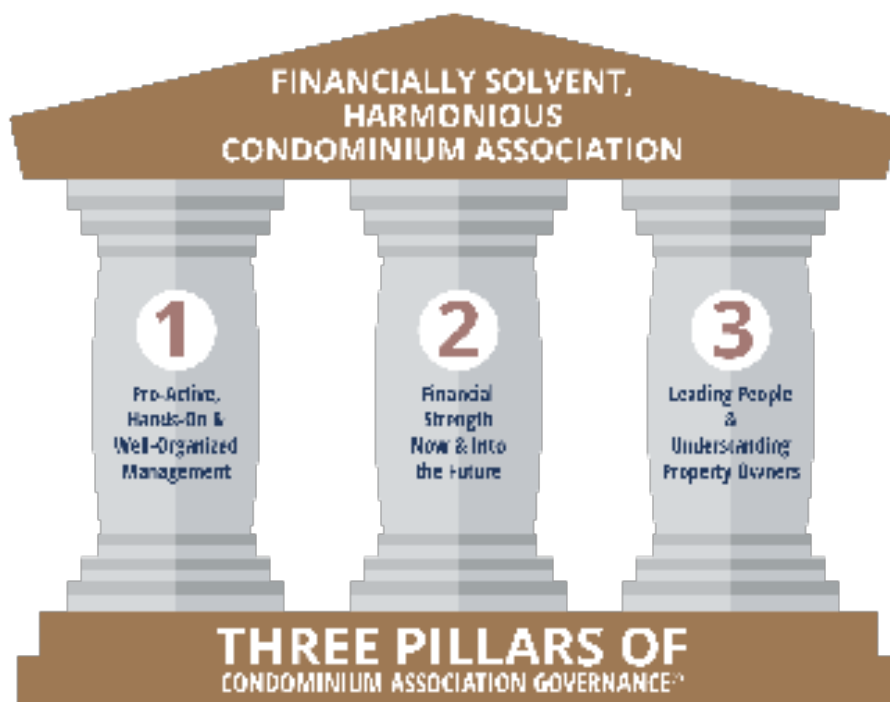
FIU's new certificate programs work together to promote Board Member and Manager collaboration to solve difficult problems.

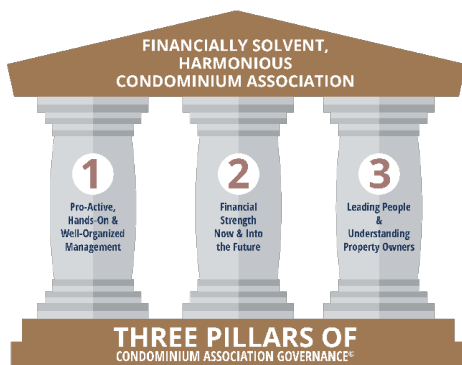
Online Course Time:
Approximately 60+ hours
depending on student pacing

Cost: \$2,500

Instructor/Course Creator:

Patrick Hohman, as a board president and also as a paid condo manager, has helped lead owners in older condominium properties, through the ordeal of year-by-year renovations and sustaining their property. He wrote the book *Condos, Townhomes and Homeowner Associations: How to Make your Investment Safer*. Hohman is a licensed Florida Community Association Manager. Hohman also developed a companion certificate program at FIU to credential Condominium Board Members.





Part One: Pro-Active, Hands-On & Well-Organized Management

STAYING ORGANIZED

How the FIU Condo Board Member and Condo/HOA Manager Certificates Work Together

Time Management and Personal Organization, Parts 1 and 2

The Manager as a Respected Leader of the Community, Parts 1 and 2

Vocabulary of Building Mechanical Systems

Traits of a Successful Condominium or HOA Property Manager

The Power of Concentrating without Distractions

Is Multitasking Even Possible?

The Importance of Jotting Notes to Yourself - Day and Night

Two Views of Prioritizing Your Daily "To-Do" Lists

Involving Others to Help You Solve Complex Problems

Reserve Study: Guide to Current and Future Spending

Florida Structural Integrity Reserve Study (SIRS)

Sample Reserve Study Pages

Reserves: Why the Percent Funded is an Important Benchmark

Champlain Towers South - Reserves Percent Funded

Preventive Maintenance Checklists Help Keep Management Proactive

Organizing the Voluminous Data at Each Association

Project Lists - Guide to Board Task Priority Setting

Key Annual Dates Checklist

THE HIRED MANAGER

The Three Main Systems of Condo Assn Management

NEW! Part-Time, On-Site Management with 100 to 200 Condo Unit Limit

On-Site Manager Job Description

Step-by-Step: How the Board Hires a Manager or Management Company

Sample Job Posting for On-Site Manager/Executive Director

Management candidate interview questions and evaluation form

ORGANIZING AND LEADING MAJOR REPAIRS AND RENOVATIONS

The Property Manager's Ole in Major Renovation Projects, Parts 1 and 2

Your Are a Generalist, Working with Technical Specialists

- Roofing System Replacements
- Wood Rot of Siding and Stairwells
- Plumbing System Replacements
- Electrical System Replacements
- Boiler/Chiller Replacements
- Lobby and Hallway Renovation

Basics of Your Home's Plumbing System

How a Plumbing Trap Can Lose Water - This Old House (PBS)

Plumbing - High Rise Condominium Project

Roofing System Basics

How to Install Roof Shingles - This Old House (PBS)

How to Install an Outdoor Electrical Outlet - This Old House (PBS)

Establishing and Maintaining Relationships with a Trusted Network of Vendors

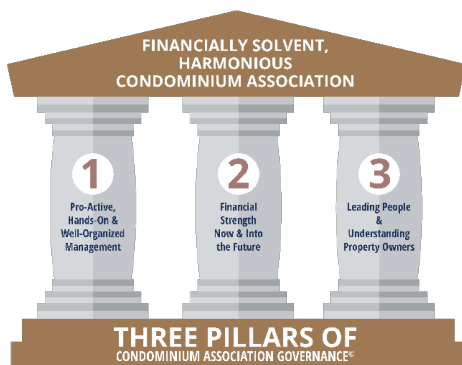
Sample Requests for Proposal (RFPs)

Sample Manager Summary of Project Bids with Manager Notes and Insights for Board Review

The Association-Side Team to Help Assure Renovation Quality

The Planning Phase of Major Plumbing Renovations

Newsletter updates for Owners During the Plumbing Construction Phase



Pictures in Newsletters help Explain Renovations to Owners

When to Invest in the Services of a General Contractor for Renovations

Explaining an Engineer's Evaluations to Owners

Punch lists: Closing Out the Renovation from an Owner Perspective

BOARD MEMBER COLLABORATION
Creating a Culture of Board Member Collaboration

Well-Planned and Executed Board Meetings

Harvard Research: Executive Leadership is Often a Single, Talented & Courageous Human Being

Harvard Research: Reasonable People Grow into Their Board Member Role

Why a Condo Attorney is Worth the Hourly Fee

Board Member Legal and Insurance Protections

Part Two: **Financial Strength -** **Now and Into the Future**

Learning from Sample Budget Templates

Florida Statutes:
Budgets and Reserves

Florida Statutes:
Financial Reporting

How to Review the Monthly Financial Statements

Interviews with Florida Specialists in:

- Florida Condo Law Attorneys
- Condo Auditor at CPA Firm
- Insurance Agent

Part Three: **Leading People and Understanding** **Property Owners**

How the Main Personality Traits Help You Understand People

Personality Disorders & High-Conflict Personalities - An Overview

Why You Cannot Label Anyone as Personality Disordered or as a High-Conflict Personality

Getting Help from Others Helps You Endure the Storm

Chart: Five Categories of Condo Owner Behaviors and How to Respond to those Behaviors

How to Respond to the 'Most Difficult and Abrasive'

How to Respond to 'A Little Difficult' and 'Almost Invisible'

How to Respond to 'Agreeable Followers & Agreeable Leaders'

Board Member Superstars

CREATING ABUNDANT, TRANSPARENT COMMUNICATION WITH ALL OWNERS

Social Skills and Connecting with Others

Emotional Intelligence & Staying Calm

Persuasive Communications:
Envision a Solution, then Persuade Others About Its Benefits

Tips on Creating Well-Written Newsletters

Answering Common Misunderstandings about Association Living

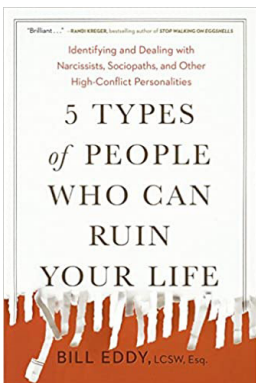
Your Ongoing Careful Communication + Legal Counsel to Solve or Lessen Tough Problems

We Want You To Thrive!
Let's Stay In Touch.

Personality Disordered Behaviors and How Best to Respond to Those Behaviors

The Manager as a Respected Leader of the Community

Required Reading:

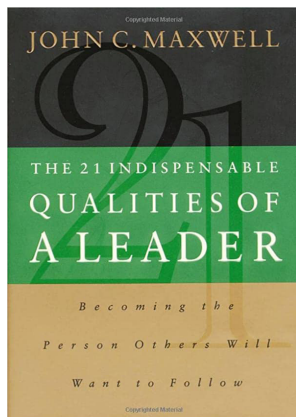


From the book's back cover:

Filled with expert advice and real-life anecdotes, ***5 Types of People Who Can Ruin Your Life*** is an essential guide to help you escape negative relationships, build healthy connections, and safeguard your reputation and personal life in the process. And if you have a high-conflict personality, this book will help you help yourself.

(Book Size: 5-1/2" x 8-1/4", 197 pages)

BILL EDDY, LCSW, Esq. is the co-founder and president of the High Conflict Institute. Eddy is a certified family law specialist and senior family mediator at the National Conflict Resolution Center in San Diego. He is also a licensed clinical social worker and part-time faculty at the Pepperdine University School of Law.



From the book's back cover:

The 21 Indispensable Qualities of a Leader gets straight to the heart of leadership issues. Maxwell once again touches on the process of developing the art of leadership by giving the reader practical tools and insights into developing the qualities found in great leaders. Kenneth Blanchard

Co-author of *The One Minute Manager*

JOHN C. MAXWELL started his career as an ordained minister, and went on to write more than thirty best selling leadership books including *Developing the Leader Within You*, *Your Road Map for success*, and *The 21 Irrefutable Laws of Leadership*, which has sold more than one million copies.

(Book Size: 5-1/4" x 7-1/4", 155 pages)