

# Difficult Unit Owners... Not In My Building?

Provider  
# 0005095

Course # 9626386

Certified for 2 CEU's In  
Human Resources

Instructor  
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## Upon completion managers will:

1. Name the traits of successful property managers and board members.
2. Identify the differences between managing in a robust economy and managing in a failing economy.
3. Understand the impact of diversity on successful property management.
4. Recognize the affect difficult unit owners can have on property management teams.
5. Name the six steps for dealing with difficult unit owners.
6. Employ critical thinking techniques to aid in handling difficult unit owners.
7. Be able to name the positive steps to take to achieve meeting

### Overview

**Difficult Unit Owners... Not In My Building?** Was designed for all Community Association Managers and Board Members wanting to develop more positive techniques to handle difficult unit owners.

### General Overview

- Traits of a successful Property managers and Board Members
- The difference in managing in a robust economy and a declining economy
- How diversity can impact management techniques
- How difficult unit owners can affect your response
- 6 steps for dealing with difficult unit owners
- Critical thinking techniques for handling difficult unit owners
- Meeting control methods
- Blending and redirecting