

# 2020 NARPM Broker/Owner Conference & Expo Call for Presentations

The 2020 NARPM Broker/Owner Conference will be held April 20-22, 2020 at the Turtle Bay Resort in Hawaii.

The deadline to submit a proposal is September 27, 2019.

Notification of acceptance will be made no later than November 1, 2019.

Proposed workshops/breakout sessions are now being considered for the 2020 NARPM® Broker/Owner Conference & Expo. This is the premiere event for Brokers and Owners. It is an exclusive event and attendance is limited to 500. Consider becoming a part of the rich NARPM® tradition of sharing professional and business knowledge by submitting a proposal to speak.

As you consider submitting a presentation proposal, keep in mind that NARPM® Broker/Owner Conference attendees want practical knowledge – give attendees ways to become more effective professionals, information that can be applied or tools that can be put to use, and job aids which are always popular. Theory is useful only when session participants are shown how to use it. Learning is not a passive activity. Give yourself a break – let others help do the talking. Attendees usually learn best when they are doing, not only when they are listening. Involve participants by asking questions, using exercises, and other activities. Popular themes include elements of risk management, business growth and using technology.

All NARPM® members are invited to submit proposals for Conference Presentations using this form. The professional submitting this proposal for the program is responsible for contacting all co-presenters and for all details including proposal submission, communication with co-presenters, presentation format and audio-visual requests. The Association will provide a screen and projector for sessions needing them. You must provide your own laptop for any PowerPoint presentations. The Association will determine if and what type of microphones will be used in each session. Requests for additional audio/visual equipment will be considered on a case-by-case basis. Internet access in the meeting space is not provided by NARPM®. Please note: NARPM® policy states that Affiliates may not attend or speak at this NARPM® event unless they are paid exhibitors at this event.

The Conference Planning Committee will review all proposals that are submitted by the deadline until the program is complete. Proposals must be typed, with all information filled out completely. This form has data entry sections to complete the information. Submissions must also include a video clip or link to a video clip featuring the presenter speaking to a group. Incorrect, handwritten or incomplete submissions will be returned and not considered until properly submitted. NARPM® policy states that Affiliates may not attend or speak at NARPM® events unless they are paid exhibitors at that event.

Note: We reserve the right to change your presentation format and/or length, if necessary, in order to balance the conference program. If this becomes necessary, we will contact you.

Email address \*

anne@HireSmartVAs.com

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## Session Title

Improve Employee Performance & Customer Service Using KPIs

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## Session Format

Workshop

Panel Discussion

Other: \_\_\_\_\_

## Presenter's Name

Anne Lackey, RMP Candidate

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## Presenter's Company

HireSmart Virtual Assistants & Rental Home Atlanta

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## Presenter's Email Address

Anne@HireSmartVAs.com

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## Presenter's Phone Number

678-389-9929

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If necessary, please list all Co-Presenters (up to 3) Names & Email Addresses

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Presenter's NARPM Membership Type:

Pro & Affiliate

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Describe your public speaking experience:

I speak Nationally, Regionally, & Locally 15-20 times a year. Examples of the audience participants are: NARPM, IMN, REALTOR conferences, REIAs, and private events. The audience size range was 3,000 to 10. I have been featured on 15 podcasts this year alone. I also was on a local radio show. I also prepare & present monthly workshops on hiring & managing staff.

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Please provide references:

Bess Wozniak - NARPM Southern States organizer - (770) 427-5711

Melissa Sharone - Regional Meeting - 208-519-5113

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Please upload a video clip featuring the presenter(s) speaking to a group.

NARPM Speaking ...

Please upload your presentation slides here. (Do not email to staff or committee members.)

Presentation Slide...

## Session Summary

Managing people is one of the hardest parts of our roles as Broker/Owners. In this session, we will teach how to develop & implement KPIs - Key Performance Indicators for various PM roles to improve performance, assist in managing people & help Brokers have a measurable and unbiased way to review employee performance. We also will show how KPIs can be used to increase customer services, provide bonuses/incentives, as well as pay raises.

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