

Page: Entry Information
Chapter CAI West Florida Chapter
Chapter Size Very Large (761-1200)
Category Out of the Box
Program Name Mindful Maintenance - Overcoming Burnout, Instituting Boundaries & Managing Conflict
<p>Each question is worth 20 points and will be scored using the following rubric:</p> <p>(1-5) Poor Didn't effectively answer the question</p> <p>(6-1) Fair Answered the question</p> <p>(11-15) Good Answered the question with more detail</p> <p>(16-20) Excellent Went above and beyond with proven results and visible data</p>
<p>Describe the program and why it fits the category. (20pts)</p> <p>Mindful Maintenance was a program put together by three (3) West Florida Chapter Committees. Our Homeowner Education, Manager Education and Business Partner Committees all collaborated on this over weeks of meeting together, sharing ideas and contributing to what would become the final product.</p> <p>This event was also shared to our neighboring Chapters, the South Gulf Coast Chapter & the Suncoast Chapter who helped market this event to their membership and help collect sponsors to help make this event possible.</p> <p>With Mental Health being the focus of this event, we realized it's not a "one-size-fits-all" situation with those involved in the association world. The struggles of a Community Association Manager could be very different from that of a Business Partner or Homeowner Leader. We wanted to provide something for everyone at this event.</p> <p>Another point was to keep everyone together for the day. While all-day educational programs generally include some sort of trade show floor to be occupied in-between classes, our Business Partner, Community Association Manager and Homeowner Attendees were all kept in the same educational and networking portions of the day to maximize the fact that members spanning from North Tampa all the way down to Naples and Fort Myers were in attendance. The opportunity for CAI members across that quantity of space in Florida to network and learn from each other in person rarely, if ever happens.</p>
<p>How did this program meet the mission and vision of the chapter and CAI as a whole including fostering an inclusive environment that reflects and serves our diverse community? (20pts)</p> <p>If our mission is to inspire professionalism, effective leadership and responsible citizenship, we succeeded in all of those areas by hosting Mindful Maintenance.</p> <p>By keeping everyone together through educational programs that covered topics such as:</p> <ul style="list-style-type: none">- Strategies for Overcoming Burnout- Establishing and Reclaiming Boundaries- Delegation Dynamics: Amplifying Results & Efficiency- Pre-Work Meditation & Stretching Techniques- De-Escalation Tactics & Situational Awareness- Non-Compliance and Conflict Resolution- Verbal & Non-Verbal Communication Red Flags- Social Media Bullying and Dealing with Difficult People- What to do in an Active Shooter Situation <p>Combined with the surprise networking program we hosted during our lunch break, not only did we meet our mission in terms of fostering an inclusive environment to share relevant information across the board, but also provided valuable insight either as a lesson or reminder for individuals to not only be more accepting, patient and understanding, but also more open minded, vigilant and safe.</p>

What was the impact on the chapter and its members after completing the program? (Growth of membership, financially, public awareness, membership value, better chapter/member relationship, chapter operations, etc.) (20 pts)

The primary impact from this event would be the combination of meeting our 2024 Chapter theme of "Mental Health & Awareness" along with starting what hopes to be a new trend in the state of Florida in having Chapters collaborate and providing multi-Chapter events for their members.

We provided physical materials and literature for our attendees to walk away with and use either as a personal reminder or to share with their community. The booklet that was given to all attendees included:

- The schedule for the day & bios on all six (6) Guest Speakers
- An article loaned by a CAI National publication titled, "Improving Mental Health in the Workforce" by Bill Overton
- Another article loaned from a December 2021 issue of the West Florida Chapter's quarterly publication called "Addressing Mental Illness In Our Community Associations"
- Step by Step plans laid out for what to do in an Active Shooter Situation
- Resources for Conflict Management Including:
 - Developing Operations Emergency Plans
 - Articles from CAI National: On Edge (Common Ground November/December 2022), Armed and Dangerous (Common Ground May/June 2019) and Who's Packing (Common Ground January/February 2015)
 - Conflict Resolution Network
 - Community Association Equality Pledge
 - Wellable
 - Built In (Conflict Resolution in the Workplace)
 - Lattice (A Comprehensive Guide to Managing Conflict in the Workplace)
 - Resources on Work-Life Balance
 - Solaire Therapy & Wellness
 - EXCELLence Performance
 - Mental Health America
 - NAMI (National Alliance on Mental Illness)
 - dri-Lawyers Representing Business Work Life Balance Resource Center

Provide quantifiable data supporting the rationale for success. Include why this data is significant. (20pts)

Aside from the successful turnout we received in attendance and selling out all Sponsorship Opportunities for this event, here are some comments from a LinkedIn post that recapped Mindful Maintenance from attendees:

"Many thanks and much appreciation to Scott and the team for organizing an outstanding, well attended, very informative day of education. Wonderful collaboration amongst three chapters" - George Petrakakis (Homeowner Leader, South Gulf Coast Chapter Member)

"Great example for other chapters! Dare I say future award winning program?" - Jennifer Olson (Business Partner, South Gulf Coast Chapter)

"It was a great day! Thank you for hosting this for the three chapters. I love the collaboration!" - Emily Jennings (CAI National Senior Manager, Chapter Support)

"It was well attended and very inspirational. I personally benefitted from it, thank you for the opportunity to be a part of it :)" Dee Smith (Business Partner, West Florida Chapter)

"Wonderful idea to bring the chapters together!" - Jacky Ham (Business Partner, Suncoast Chapter)

"Great day shared with amazing speakers and sponsors! Valuable information...thank you!" - Jennifer Duryea (Business Partner, South Gulf Coast Chapter)

"It was a great event Scott! I look forward to more joint events." - Drew Torgerson (Business Partner, South Gulf Coast Chapter)

"It was such a thoughtful and much needed program. Thank you to everyone who helped organize it. I learned something from every speaker but I think the round table discussion was my favorite part of the day." - Alicia Green (Community Association Manager, West Florida Chapter)

"Amazing day, thank you Scott for organizing and your committees great work!" - Troy Conner (Executive Director, South Gulf Coast Chapter)

"Absolutely wonderful event! Every bit of it was so valuable. Hoping to see this become an annual event. Thank you Scott and CAI for organizing this!" - Tomi Andrews (Business Partner, West Florida Chapter)

"Happy to hear it went well. The program looked amazing. Very excited about future collaborations between our Florida chapters." - Jason Schoenholtz (Community Association Manager, (Community Association Manager, Southeast Florida Chapter)

"It was wonderful to take the day for myself & my mental health! I really enjoyed the musical chairs questions at lunch-great way to meet everyone at the event. Started using several of the tips from all the speakers right away on Friday. Would like to attend another one of these SOON in the future. Thank you Scott!" - Jasmine Freking (Community Association Manager, Suncoast Chapter)

This is the type of raw feedback we could only hope for on all of our events. The speed networking program we did during lunch was doubted by many going into Mindful Maintenance so it was great to see Managers, in particular specifically mention it as their favorite part of the day.

What are your plans to maintain the momentum of this program moving forward? (20 pts)

The momentum will come from continuing to work with our neighboring CAI Florida Chapters on ideas that would benefit members beyond just our area of the state. Since Mindful Maintenance, we have also hosted a Virtual Town Hall to answer questions from the fallout of the October 2024 storms that devastated our part of the state, along with helping members plan for next Hurricane season. Members of the West Florida, South Gulf Coast Chapter and Suncoast Chapters were all on the call. We also diversified our panelists on the call to represent all three Chapters.

CAI Chapter working together on large-scale events promotes a culture of diversity and inclusion that we have not had in this area for a long time. As the former Membership Director of the West Florida Chapter, I was told at the time to not even speak with members of our neighboring Chapter for fear of ruffling feathers of their CEDs. Now, we have monthly calls for our Florida CEDs, we share topics and ideas on the Florida CAI Chapter Exchange Forum, we have email chains and calls to check in on each other and see how events went, and now we are broadening the conversation on hosting events together in an effort to provide even more benefit to our respective members.

Supporting documents including flyers, postcards, pictures, videos etc. can be uploaded below. While they aren't required for your submission we certainly encourage it.

Would you like to upload additional documents?

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