

EBOOK

An HOA Board Member's Guide

to Professional Development



CONTENTS

- 3** Enhancing Your Professional Skills
- 4** Skill: **Leadership**
- 5** Skill: **Networking**
- 6** Skills: **Knowledge & Communication**
- 7** Skill: **Teamwork**
- 8** Skill: **Problem-Solving**





ENHANCING YOUR PROFESSIONAL SKILLS

Serving your community as a homeowners' association (HOA) board member is an honorable role.

Motivated by your strengths, homeowners elect you to lead their community. And while the job involves many responsibilities, like reviewing legal documents and financials, maintaining ongoing operations, communicating with residents, and working with vendor partners, there are several benefits, too. Making a positive impact in your community, forming long-term connections with neighbors, and strengthening your professional skills are just a few of the perks of your volunteerism. By strengthening your communication, planning, time management, negotiation, and problem-solving skills, you're doing good for yourself professionally—and as a leader of your community.

At Community Association Management Services (CAMS), we believe in continuous education and improvement. To make the most impact as an HOA board member, it's important to develop and hone professional skills and use them to your advantage. In this ebook, we share how you can build the skills you need to make the most informed decisions for your association.

SKILL: LEADERSHIP

Participate in Educational Sessions

Education is an essential part of professional development. As an elected leader, one way to better understand your position and responsibilities is to attend educational sessions that explain the fundamentals. These valuable training sessions with experts often go into detail about:

- › Management skills
- › Current codes of conduct
- › Technical standards
- › Governing documents
- › Accounting and budgeting
- › Maintenance
- › Emergency planning
- › Meeting preparation

Crucial to an HOA's operations and your role as a board member, being prepared and knowing what's expected of you will help you plan, anticipate needs, and deliver on your fiduciary duty. Contact your management company, visit the Community Associations Institute (CAI) website, or search training webinars online to discover HOA board educational opportunities available to you.



SKILL: NETWORKING

Connect with Neighboring HOAs

Networking is a critical skill that can go a long way for your association. You tap into listening, speaking, planning, and teamwork skills when you network with HOA board members from other communities—all of which can help you be a better leader for your own.

These relationships may also give you access to additional resources and help you learn new ways to approach issues. You may even be able to jointly host events that create a sense of camaraderie and encourage collaboration.

Some ways to network with local HOAs include:

- › Connecting with other HOA leaders at industry events, seminars, or workshops.
- › Asking for vendor recommendations.
- › Reaching out to local HOAs to facilitate co-hosting events to increase participation.



SKILLS: KNOWLEDGE & COMMUNICATION

Attend Industry Conferences

Attending industry conferences allows you to learn from experts, ask in-person questions, celebrate wins, and gain insight into developing issues that could affect your community. These events are also a great opportunity to enhance professional skills that'll help you run your HOA effectively.

For example, some conferences offer in-depth educational seminars on topics like:

- › Leadership and operations
- › Best business practices
- › New management technology
- › Latest industry trends

Participating in roundtable discussions and constructive conversations enhances your communication skills while advancing your understanding in a supportive setting. Gaining professional knowledge about your role and sharing best practices with your peers can make your position as an HOA board member much more rewarding and impactful.



SKILL: TEAMWORK

Partner with Professional Advisors

A well-run community association doesn't come easy, and the responsibility can be a lot for a board of directors to handle. That's why many boards look to professional advisors to help them successfully fulfill their roles, complete requirements, and assist with duties. Experienced professional advisors and service providers can ensure your community is protected and prepared for the future, so it's always a good idea to seek and respect their advice.

Your board of directors may want to consider partnerships with:

- › Community management company
- › Community association lawyer
- › HOA insurance agent
- › Certified public accountant (CPA)
- › Reserve Specialist (RS)
- › Service providers

While the board is the ultimate decision-maker for the community, sharing ideas, concerns, and issues will strengthen your negotiation and adaptability skills. Plus, being open to feedback and guidance from professional advisors improves your ability to work as a team. Associations that create and sustain these long-term partnerships receive many additional benefits, including reduced costs, increased efficiency, and stable and reliable operations.



SKILL: PROBLEM-SOLVING


Create Connections with Local Government

A majority of challenges stem from misinformation or a misunderstanding of the elements most important to community living. By establishing connections with local government, you may be able to provide more clarity to your community and have a resource to reach out to if issues do arise. Agencies you may want to connect with include:

- › The Department of Public Safety
- › The School Board
- › The Health Department
- › Animal Control
- › The Planning and Zoning Department
- › The Mayor's Office

To make these connections, learn how your local government functions, how the departments work together, and who grants permission before these departments take action. To help strengthen your problem-solving skills, find out who can help with issues that are relevant to your community and locate their contact information on the government website.

Engaging with local government also taps into other skills, like communication, planning, and collaboration.



At CAMS, our top priority is keeping all aspects of your community running seamlessly. We make leading and living in a managed community better and easier than ever.

Contact us to learn more today!



Accredited Association Management Company (AAMC®)
**CAMS Has Provided Local, Trusted Guidance
For Community Associations Since 1991.**

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