

Thank you for your Time!

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- **PLEASE PLACE ALL CANDY WRAPPERS, POPCORN BOXES AND SODA CONTAINERS IN THE RECEPTACLES PROVIDED IN THE LOBBY.**

How to Say No Without Starting a War

Presented By:

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Disclaimer: Please note that I am a Doctor of Philosophy and not a Medical Doctor. The information provided is based on research from periodicals, journals, publications, applications and experience in the Industry.

In an association where the sun shines bright,
The reserve study and sirs so tight
One board member and owner argued day and night.
One shouted, "Let's fight for the vote!"
The other just chuckled, "I'd rather sit down to use best practices and vote!"

With statues and documents in hand,
They plotted and planned, feeling quite whiny.
But one took a breath, looked around with a grin, "How about we just share a nice cup of gin?"

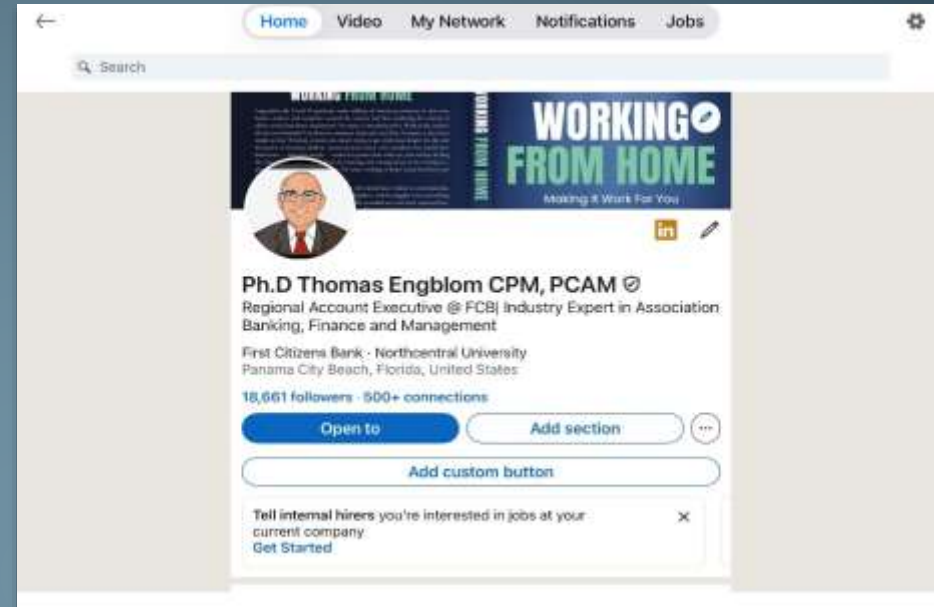
"Why start a war, with the budget, elevators, people, parking, and pets when we can have laughter, and maybe a jest?

When could we just laugh and avoid all the frets?
Let's toss out the documents, and put down our opinions, A peace treaty signed by the pool, sipping margarita's, wings, and burgers!"

So, they danced at the annual meeting, doing the twist, No bloodshed today, just a humorous tryst.
With a wink and a nod, they both chose to say, "No war, my friend, let's laugh it away!"

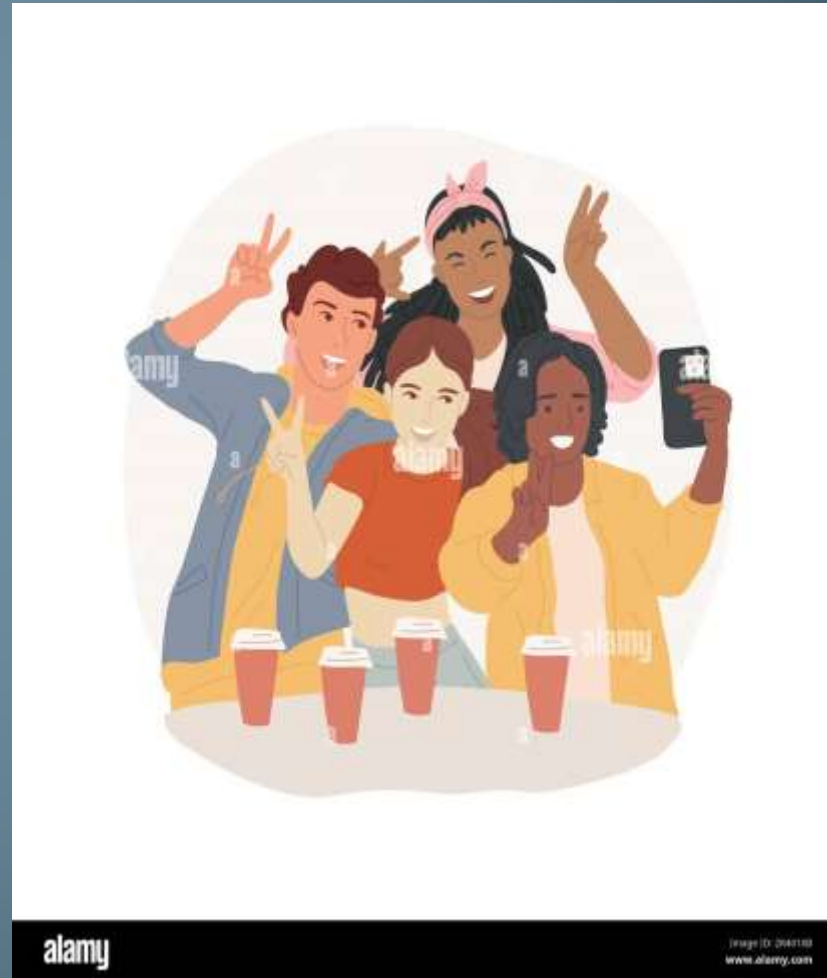


"Help me achieve my goal of connecting with 30,000 professionals on LinkedIn! Join my network to share insights, collaborate on exciting opportunities, and stay updated on industry trends. Your support makes a difference!"



Take Selfie of Group or You

- Take a selfie before
- Class and after look
- How more confident and positive you are!



Tom's charity

- How many can accept the challenge to shut off your phone during the presentation?



How many of you sleep with you phone %

How many people look at their phone in the first 10 minutes %

How many of you shut your iPhone off for a few hours.

What the best way to communicate
with a fish?



- I have attended 9,780 board meetings, 5872 committee meetings, 8978 violation meetings, 1228 lawn inspections, physically evicted 1976 homeowners for non-payment of assessments, attended 1112 court hearings, attended 728 pre bid meetings, supervised an insurance loss of \$22.8 million, supervised projects from \$25,000 - \$50 million, and levied an \$80,000 fine.
- I have taught for over 30 years at the college and university level lecturing relating to property management over 5000 times.

- A board meeting is not a social gathering. It isn't a time to gossip, socialize, or promote a personal agenda. It's a business meeting. And if your board meetings are lasting longer than one hour—with little accomplished—then something is wrong. Maybe it's the venue. Maybe it's disorganization. Maybe it's lack of leadership.
- Unproductive meetings create unproductive boards. They increase frustration, destroy morale, and make it harder to recruit volunteers. They also waste everyone's time.
- Maybe its because you haven't said NO!

Why is it important to conduct a Board Meeting in an hour or less? The answer is two-fold!



What's the one thing in this world
that once lost can never again be
found?

Time

It's a precious commodity and your association shouldn't be sucking it up like it has no value by George Sierchio



“The key is not to
prioritize your schedule,
but to schedule your
priorities.”

Stephen Covey

Tom's time management



Fasten your seatbelts!

The answer to the second question is attention span

- Estimates for the length of human attention span are highly variable and range from 3 to 5 minutes per year of age in young children, to a maximum of around 20 minutes in adults.

Questions???



“Whatever the mind can conceive and believe it can achieve”
Napolean Hill



What is the longest board meeting you have ever been involved with as a manager or board member?

7.5 hours for 28 consecutive months from
7:00 p.m. until 2:30 a.m.!



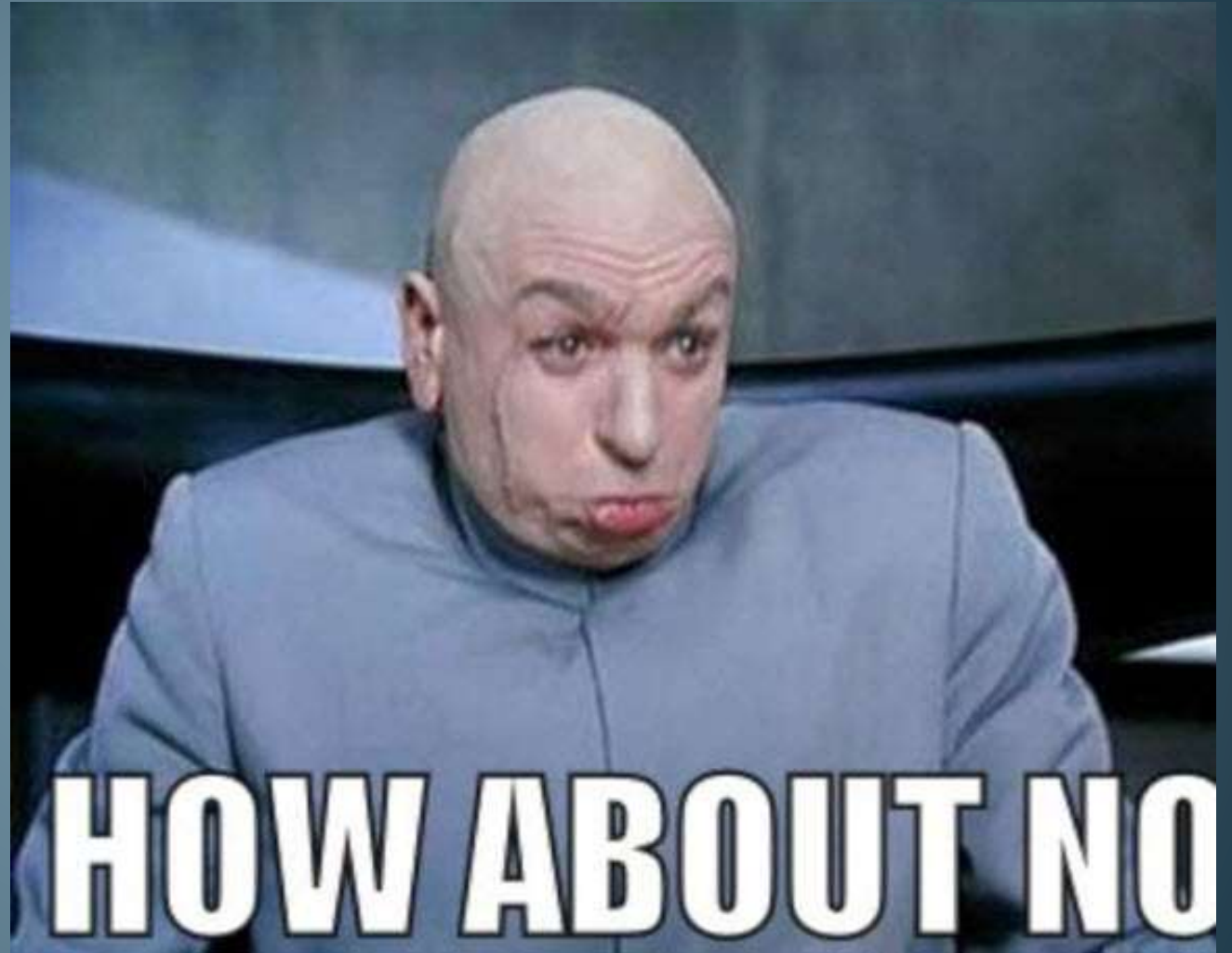
LOST AT SEA



*"I know we haven't caught anything yet,
but I feel something big is going to happen
real soon."*

Why to say no

In a world that thrives on constant connectivity and relentless demands, the ability to say “no” with grace and confidence is a superpower. We often fall into the trap of over-explaining our refusals, fearing judgment or misunderstanding.



- –Antagonizing people -- I cannot say NO because people may think I am not helpful and may dislike me, desert me from the group, and I do not want to make people unhappy and wont for me
- –Fear of power / authority -- I cannot say NO, because he/she is a board member
- –Sympathy -- he/she really cannot do it. If I do not help him/her, he/she will post on Facebook
- –Lack of skills / personality -- I simply do not know how to say NO
- –Justifications -- the more I do, the better the appraisal on my performance, the better my personal relationship with colleagues
- –Others ...

What Is Problem With Yes ?

Yes.” , “Sure.” , “No problem.”

The reality is, we often put this pressure on our self

We think about the things we should do.

Or the things we think we should want to do.

Or the things other people might expect us to do.



Florida reindeer



Why We Afraid Of Saying No



- • people say lazy
- • feeling guilty and hurting or
- offending
- • unnecessary misunderstanding
- • fear of losing business
- • ambition to increase the
- business
- • not knowing how to say no
- • lack of communication skills

Benefits to say no

1. SAYING NO MEANS YOU VALUE YOUR TIME.
2. SAYING NO CAN BE A BRAVE ACT.
3. SAYING NO MEANS YOU KNOW WHAT YOU WANT.
4. SAYING NO MEANS STANDING YOUR GROUND.
5. SAYING NO IS SOMETIMES SAYING YES.



Saying No Is An Art

- • sound sincere
- • use body language
- • be polite
- • be firm and tactful
- • show your busy schedule and commitments



To steer meetings like a pro, consider the following tips:

1. Communicate ahead of time to provide context.
2. Create a clear meeting agenda with desired outcomes and instructions for advanced preparation.
3. Invite meeting participants to contribute.
4. Use visual aids.
5. Stay on topic.
6. Create clear next steps.
7. Follow up.



Mastering the Art of Saying No: 5 Essential Takeaways and Insights

- 1. Prioritize Your Time and Commitments Why Say No? Prioritization is essential. ...
- 2. Assertive Communication Why Assertiveness Matters? Being assertive allows you to express your needs without guilt or aggression. ...
- 3. Say No Without Guilt Why Guilt-Free No? ...
- 4. Achieve Work-Life Balance Why Balance Matters? ...
- 5. Enhance Decision-Making Skills Why Better Decisions? ...



Dr. Tom's Checkup



HOA CONDO HELP

Contemplate



- *“Half Of The Troubles Of This Life Can Be Traced To Saying Yes Too Quickly And Not Saying No Soon Enough.” Josh Billings*

- Top 10 reasons a condominium manager might say "no," with a light-hearted twist:
 1. “Sorry, but having a pet alligator as a ‘guard dog’ is against our community bylaws. Also, we’re fresh out of ‘gator-proof’ leashes!”
 2. Insurance Concerns: “You want to host a ‘bring your own jet ski’ party in the pool? That’s a hard pass! Our insurance doesn’t cover aquatic acrobatics.”
 3. Safety Regulations: “Installing a slip-and-slide from the rooftop? That sounds like a blast, but we're trying to avoid a ‘water park meets hospital’ scenario!”
 4. Budget Constraints: “A request for a gold-plated mail slot? That’s a big no! We’re still paying off the last guy’s ‘art installation’—a giant flamingo statue!”
 5. Legal Compliance: “You want to hold a karaoke night featuring only ‘90s boy bands? Legally, I can’t let that happen. We have to draw the line somewhere!”

6. Lack of Approval from the Board: "I'd love to approve your request for a rooftop garden, but the board is still debating the merits of a 'no pants' policy for the pool area!"

7. Maintenance Issues: "You want to paint your unit hot pink with neon green polka dots? That's a no-go. We can't have our building looking like a giant watermelon!"

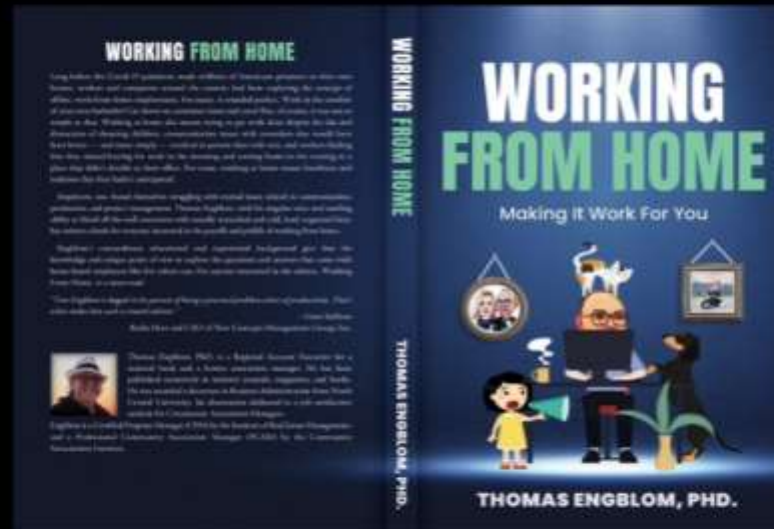
8. Community Consensus: "A chili cook-off in the common area? That sounds fun, but last time it ended in a 'hot' debate that took a week to cool down!"

9. Timing Issues: "You want to start construction on Thanksgiving weekend? Sorry, but our maintenance crew is too busy with their 'family feasts' to deal with your 'family expansion'!"

10. Precedent Concerns: "If I let you install a hammock between two palm trees, the whole complex will start demanding their own 'nap zones'—and I'm not ready for that level of chaos!"



Five for Fighting band has great lyrics about moving thru life in the song “100 years.” How realistic the lyrics reiterate “There’s never been a wish better than this When you’ve only got a (100) hundred years to live”. Recall, reboot, or refresh your thought on your position how did one arrive at this juncture point or position. Are you euthanasic enjoying what you have accomplished or where you’re going?



- WORK LIKE YOU DON'T NEED THE MONEY
- LOVE LIKE YOU'VE NEVER BEEN HURT
- SING LIKE NOBODY'S LISTENING
- DANCE LIKE NOBODY'S WATCHING
- LIVE LIFE LIKE IT'S HEAVEN ON EARTH