

Association Overview

Governing Documents, Company Structure, Annual Budgets





Chartered: January 1941 | Incorporated in 1965

- A not-for-profit 501(c)(6) corporation.

Owns 1000 shares of common stock in the Multiple Listing Service, Inc. (MLS)

- MLS is a for-profit subsidiary corporation.

Board approves MLS Regulation changes and receives reports on the process and activities.



NAR Organizational Alignment Core Standards

- 1.Code of Ethics
- 2.Advocacy
- 3. Consumer Outreach
- 4. Unification Efforts & Support of the
- **REALTOR®** Organization
- 5.Technology
- **6.Financial Solvency**

REALTOR® associations must certify compliance with the standards by June 30



Authorities

- Fiduciary Responsibility (handout)
- Legal
- Spokesperson
- Signatory



Legal Governance

- Leadership Agreement
- Anti-trust
- Conflict of Interest
- Roberts Rule
- Meeting Minutes



Why we're so serious:



- ✓ Breach of an Executive Session confidentiality became basis in lawsuit
- ✓ Anti-trust Issues extremely sensitive, also the basis for a lawsuit in the past
- ✓ Department of Justice monitors even small MLS actions, subpoenas records, NAR spents millions defending.



Liability Insurance

If acting within scope of authority / appropriately, admin by NAR, all docs in place







10 Minutes:

Working with your table, create your 20 second speech that explains the benefits of membership and involvement in our organization.





- 1. What to expect of your Chair
- 2. How to be a good fiduciary and team participant
- 3. Working effectively as a Team



Expect your Chair to...

START OFF RIGHT

- Have an Agenda
- Start on Schedule
- Review minutes of previous meeting



Expect your Chair to...

STAY ON TRACK

- Guide, mediate, probe, and stimulate discussion
- Periodically restate the issue and the goal of the discussion.
- Seek consensus, not necessarily unanimity.



Expect your Chair to...

FINISH STRONG

- When an action item voted, describe the follow through and who is responsible.
- End on schedule
- Close with a review of what has been accomplished.
- Set the date/time for the next meeting



Meeting participants are expected to...

BE PREPARED

- Read Meeting Materials in Advance
 Contact Staff or Leader with Questions
- Do follow up research on terms or issues you don't fully comprehend



Meeting participants are expected to...

STAY ON TRACK

- Avoid idle chatter with those next to you
- Maintain Executive Session Confidentiality
- Seek clear understanding about how/when meeting decisions should be shared with the members
- If a motion is passed, never disparage the outcome.
- Seek always to do what's best for the most, not what's best for you or your office



Meeting participants are expected to...

RESPECT FOR OTHERS

- Don't interrupt signal to the chair you wish to speak
- Do not repeat what others have stated unless the body is asked for consensus or you simply wish to say, "I agree".



Meeting participants are expected to...

RESPECT FOR OTHERS

- Be concise
- Make sure everyone has had a chance to speak before jumping in for a second turn
- Move the discussion and decision forward when possible
- Seek consensus



Meeting participants are expected to...

FINISH STRONG

- Reconfirm the next meeting date/time.
- Add meeting to-do items to your calendar
- Note what message you'd like to convey when speaking with the membership



- 1. Difference between Leadership and Staff roles
- 2. What to Expect from your Staff
- 3. What Staff Should Expect from You



Board of Directors Role Basics	Staff Role Basics
 Create and Adjust Governance Structures Establish Job Descriptions for Board members, chairs and committees Research trends, demographics, and emerging issues Be open and honest in all communications Approve Strategic Plan and Set 	 Educate on and follow Governance Structure Establish Job Descriptions for Staff Inform leaders of trends, demographics, and emerging issues Be open and honest in communications Achieve Strategic Plan and Goals
Goals • Call mostings when peopled	 Arrange meeting time, dates,
 Call meetings when needed 	locations, invitations



AS STAFF, HERE'S WHAT WE EXPECT OF VOLUNTEERS:



- Show up on time and be ready
- Understand the limitations of staff time and resources
- Willingness to listen to staff recommendations
- Ongoing evaluation about how things are going
- Good meeting/committee management
- Working knowledge of mission, vision, goals & budget
- True partnership, if not a growing friendship.



VOLUNTEERS SHOULD EXPECT FROM STAFF:

- Staff to provide background for decisions
- Staff to have people knowledge...recommending who is best for a given task
- Arranging meeting facilities, dates, locations.
- Efficiency so we can act on decisions in a timely manner
- Warnings of any pitfalls, especially in legal areas
- Specialized help implementing decisions
- Working knowledge of mission, vision, goals and budget
- True partnership, if not a growing friendship.





~ Who Does What ~

Team Challenge





Who can respond on behalf of the Board to a press question?

- A.The President
- **B.The CEO**
- **C.Anyone on the Board of Directors**
- D.The President, the CEO or anyone the President Designates.





Who solicits for new affiliate members?

A.The Staff

B.The Board of Directors

C.The Membership

D.All of the above





Who asks Sue or Linda to work on special projects?

- A. The President
- **B.** The Board of Directors
- C. The CEO
- D. All of the above





Who responds to member questions about Board or MLS operations?

- A. The President
- **B.** The Board of Directors
- C. The CEO
- D. All of the above





To whom do you refer a Code of Ethics situation/question?

- A.The Chair of the Professional Standards Committee
- **B.The President**
- C.An Ombudsman
- **D.Sue or Sandy**

Certified Professional Standards Administrators





Who is responsible to guide and support volunteer work on committee projects?

- A. The Committee's Chair
- **B.** All Board Members
- C. Staff
- D. All of the above





Who identifies, trains and grooms future leadership?

- A. Any member of the Board of Directors
- B. The Staff
- C. The Nominating Committee
- D. All of the above





Who sets goals to achieve strategic plan?

- A. The Board of Directors
- B. The Staff
- C. The Committees
- D. All of the above





Who can call the Board Attorney If you have a legal question?

- A. The President or CEO
- **B.** Any Board Member
- C. Any Committee Chair
- D. All of the above



Communication with Membership



Input from the membership

- Surveys, Polls & Person-to-Person
- Share feedback with staff
- Know where to get answers
- Make Yourself a Magnet for Members
- Take advantage of opportunities for feedback



Outreach to the membership

- When you speak, you represent the whole membership
- Stay Positive, Follow Up with Questions Promote Events and Services, Share New Things
- Identify those that might be good volunteers,
- Share the message of Involvement
- Speak in a unified voice about association matters.
- Press inquiries always go to staff



Answering ChallengingQuestions with Impact

(handout)





Step One: Show interest

This puts you on the same side as the questioner rather than in an adversarial position. It also buys you time to gather your thoughts. Be sure to sound natural and unruffled. There are many ways you can do this. Here are some examples:

That's a good question. (praise)

I can understand why you would have that concern. (empathize)

I agree that something needs to be done. (agree)





Step Two: Ask questions

The more you understand about the question the better you are able to address it. Use open questions that require more than a *yes* or *no* answer (that start with *who*, *what*, *where*, *when*, *why* and *how*). Here are some questions that get you important information:

What specific information would you find helpful?

It sounds like you have some ideas about what should have been done. Would you share them with me?

Can you tell me more about your concerns?





Step Three: Provide information

As soon as you have confirmed that you understand them, you're ready to share information in a non-defensive, helpful manner. Explain things in terms that are easy to understand and relate to what the person has said.

Now that I understand your question better, let me tell you about our new policy on....

Thanks for clarifying what you're looking for. I'd be happy to tell you more about...



Answering ChallengingQuestions with Impact

Group Lunch Exercise





Breakout Sessions

- Group Goals: Personal Engagement, Learning, Preparation
- Review of Emerging Issues that Deman the REALTOR / MLS Boards' Attention
- Creating Strategic Action Plans