



Dealing with Conflict

Our industry is continually dealing with multiple forms of conflict:

- Residents not understanding the law
- Tension between residents
- Employee conflicts and more

Lisa Marvin, CEO of Essence Property Management and head of the Central Minnesota Multi Housing Association, brings her 15+ years of experience in the housing industry to you. In this class she will walk you through:

- Identifying conflict
- Steps to handling conflict in a professional manner
- Tools for you and your office to use when dealing with customers

Tuesday, April 13, 2010 1:00 – 3:00 pm

Pennel Park Commons
330 N Arlington Ave, Duluth
\$39 members/\$59 non-members

Registration: Dealing with Conflict, April 13, Duluth, 1:00 – 3:00 pm

Name: _____

Company/Site: _____

Address: _____

City: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

Are you a MHA Member? Yes No

Please note: Non-Member registrations are not reserved until payment has been received by MHA.

Method of Payment: Check Visa Mastercard Bill Company
(MHA members only)

Credit Card #: _____ Expiration Date: _____

Name on card: _____ Signature: _____



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