

FROM APCM'S PROFESSIONAL MANAGEMENT DEVELOPMENT PROGRAM

MANAGERS, SPACE IS LIMITED—  
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March 18 – 19, 2010  
Embassy Suites Hotel  
Boca Raton, FL

# M-202

## Association Communications

SPENDING MOST OF YOUR TIME ON RESIDENT  
AND BOARD RELATIONS?

This course will give you top-notch communications techniques that will benefit **both** new and experienced managers. Learn the basics of good customer service and some important procedures—how to handle complaints, how to write an effective newsletter and how to protect the community from unnecessary legal action.

**Don't wait**—one class could make the difference between long hours and unfavorable outcomes or success!

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> FOR COURSE DATES, LOCATIONS AND DESCRIPTIONS  
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ASSOCIATION  
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**community**  
MANAGERS