

Is Your Skill Set Up to the Game?



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Stick handling is a skill normally used by hockey players. Think of our exciting medal-winning Canadian women's and men's hockey teams. Stick handling requires fast moving, high energy, accurate and professional skill to accomplish the end result. Equally, in the condominium management industry, condominium managers need to be dexterous and be able to stick handle through the challenges of each meeting, each resident or board interaction, and each day. In the same way that no two goals are exactly alike, no two condominiums are alike either. Condominium documents, much like the mission of a high-calibre hockey team, are similar in that they have the same mandatory guidelines; however

the wording within them is specific to each corporation.

Managers are the “captains,” the leaders of their respective teams and they must have a good understanding of the fundamental aspects of the industry and the condominiums they serve. They must know the “game plan” for each condominium and ensure that the rules are followed (no penalties) and the objectives are met. To create a winning environment managers must understand the objectives while meeting the needs of today and preparing for the demands of the tomorrow.

Build a Winning Team

Property managers need to surround themselves with reliable trades and

professionals and build a team focused on the common goal of what is best for the condominium(s) they serve. Having a reserve list of alternate suppliers in the event of need will be equally important to ensure projects can be completed and timelines can be met. As fast as voids are created in the team, we need to fill them; as fast as failures or shortcomings evolve we need to resolve them.

And then with each AGM there may be a change in the board of directors (coaching staff) and the direction can change. Subtle nuances from *what once was to what now is* needs to be embraced and new habits created. The goal and objective remain the same (what is best for the corporation); however, the route to achieve this may be new, priorities can



often be shuffled, and teammates and line mates changed.

The manager must now stick handle through the nuances of change, develop the rapport necessary to get the most out of each, rebuild a cohesive team and ensure the members make the most informed decisions.

and communication). Understanding the dynamics of different personalities through training measures such as DISK or PERSONALITY DIMENSIONS will enable managers to hone their skills to stick handle through the changing personalities.

Our business is incorrectly named – it is called property management but

of exuberant youth coexisting with the more established residents can be delicate. Their individual needs and wants are as opposite as their ages and yet we strive for community harmony, for this is the common goal; this is what is best for the community.

Managing communities requires a set of skills way beyond those required to address the concerns of any property. Having the proper people skills to stick handle through the individual encounters, relationships and values of each member of the community is a talent set unto itself; far more complex than property management – far more rewarding too.

Stick handling is a skill set normally used by hockey players, but clearly it is also a skill set used by property managers to ensure they meet the needs of the property while addressing the individual concerns of the residents as well as the requests of the board.

A successful property manager will understand the value of timely and dexterous stick handling of all situations and individuals and aim high in their service delivery. ■

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Attitude

The best property managers appreciate the need to be able to read the play and adapt to the game plan. They must be good teammates with everyone and will work with each of the board members and residents to achieve their common goal.

Managers are often hired for hard skills (their knowledge) and released or changed for their soft skills (interaction

it is so much more. Property is easy to manage, you can blueprint the schedule and the needs and execute accordingly. The residents are a different story. The community is an ever-changing dynamic. Often as communities age the occupants conversely get younger and the focus of what is important changes with the demographic. The transition period with increased arrival