

How to Turn Difficult People Into Constructive Contributors

By John Kalas

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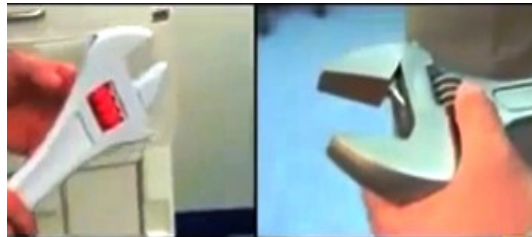
By Gary Porter CPA, RS, PRA

The greatest challenge in protecting association assets is controlling the money. This means establishing adequate controls with what are generally a limited number of people that actually have access to Association funds.

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How to Turn Difficult People Into Constructive Contributors

By John Kalas

If the most problematic role of HOA board members or property managers had to be narrowed down to a single issue, most would agree: dealing with people—often difficult people—is one of the most challenging situations we face. To navigate these stormy waters successfully, we must be both an understanding ally and a fair-minded enforcer of sometimes unpopular decisions.

Dealing with people, in short, is a balancing act. All it takes to knock any relationship off kilter is to communicate contempt, sarcasm, defensiveness, or withdrawal. Avoid these reactions and treat others with respect and you're much more likely to successfully resolve the issue at hand.

10 Rules for Effectively Dealing with People

1. Care about others – Initiate caring and people will be more inclined to respond in kind. When distressed people come forward with a complaint or demand, they're looking for someone to hear them out, a little attention, and an immediate response. Think about how much better you react to a customer service representative that listens and acknowledges your issue and how you feel about it. It assures you that he or she will do what they can to remedy your concern. Even if you don't like the outcome, you probably feel better about the interaction and the company.
2. Communicate positively – Make every effort to communicate one on one and face to face. Make eye contact and keep an open physical stance or posture. The idea is to put people at ease and communicate willingness to hear them out.

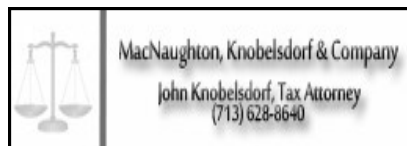
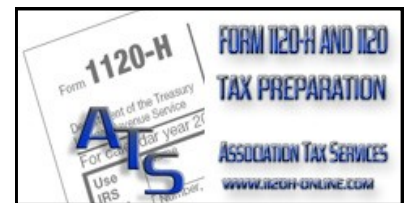
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Protecting Association Assets

By Gary Porter, CPA, RS, PRA

The greatest challenge in protecting association assets is controlling the money. This means establishing adequate controls with what are generally a limited number of people that actually have access to Association funds. In the case of establishing accounting controls, having very few people involved in the accounting process is not a good thing; it's a bad thing. The reason is that when only a very few people are involved in handling an Association's funds, it means that each person is handling multiple, and conflicting, duties. That makes it much easier for any single person to bypass established procedures without risk of detection. The result? Money disappears.

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