



PRIMARY COMMITTEE COMPOSITION POLICY

(Updated May 2019)

The **Business Services and Technology (BS&T) Committee** shall consist of the following:

- **Vice Chair:** This individual, who will go on to serve as Chair and Immediate Past Chair, shall be appointed by the President-elect and shall serve a three-year term, terminating after having served as Immediate Past Chair.
- **Chair:** This former Vice Chair will be in year two of a three-year term.
- **Immediate Past Chair:** This former Vice Chair and Chair will be in year three of a three-year term.
- **Two Executive Committee Liaisons:** Appointed by the President, these individuals will serve for the length of their Executive Committee Liaison appointment.
- **No more than 16 Individual REALTOR® Members:** After having completed and submitted a Committee Volunteer Application Form by September 1st, the Vice Chair, immediately prior to their term as Chair, shall select replacements for those Individual REALTOR® Members whose term expired, each of whom will serve a four-year term.

The **Risk Management Committee (RMC)** shall consist of the following:

- **Vice Chair:** This individual, who will go on to serve as Chair and Immediate Past Chair, shall be appointed by the President-elect and shall serve a three-year term, terminating after having served as Immediate Past Chair.
- **Chair:** This former Vice Chair will be in year two of a three-year term.
- **Immediate Past Chair:** This former Vice Chair and Chair will be in year three of a three-year term.
- **Two Executive Committee Liaisons:** Appointed by the President, these individuals will serve for the length of their Executive Committee Liaison appointment.
- **Any individual(s) currently serving as a member of NAR's Risk Management Issues Committee:** These individuals, if any, shall serve for the length of their NAR appointment.
- **Arizona REALTORS® Legal Hotline Attorney:** This individual shall serve for the length of their Legal Hotline Services contract.
- **No more than 12 individual REALTOR® Members:** After having completed and submitted a Committee Volunteer Application Form by September 1st, the Vice Chair, immediately prior to their term as Chair, shall select replacements for those Individual REALTOR® Members whose term expired, each of whom will serve a four-year term.

The **Legislative and Political Affairs Committee (LPAC)** shall consist of the following:

- **Vice Chair:** This individual, who will go on to serve as Chair and Immediate Past Chair, shall be appointed by the President-elect and shall serve a three-year term, terminating after having served as Immediate Past Chair.
- **Chair:** This former Vice Chair will be in year two of a three-year term.
- **Immediate Past Chair:** This former Vice Chair and Chair will be in year three of a three-year term.

- **Two Executive Committee Liaisons:** Appointed by the President, these individuals will serve for the length of their Executive Committee Liaison appointment.
- **Any individual(s) currently serving as a member of NAR's REALTOR® Party Member Involvement Council (RPMIC):** These individuals, if any, shall serve for the length of their NAR appointment.
- **No more than 12 individual REALTOR® Members:** After having completed and submitted a Committee Volunteer Application Form by September 1st, the Vice Chair, immediately prior to their term as Chair, shall select replacements for those Individual REALTOR® Members whose term expired, each of whom will serve a four-year term.

The **Professional and Business Development (PBD) Committee** shall consist of the following:

- **Vice Chair:** This individual, who will go on to serve as Chair and Immediate Past Chair, shall be appointed by the President-Elect and shall serve a three-year term, terminating after having served as Immediate Past Chair.
- **Chair:** This former Vice Chair will be in year two of a three-year term.
- **Immediate Past-Chair:** This former Vice Chair and Chair will be in year three of a three-year term.
- **Two Executive Committee Liaisons:** Appointed by the President, these individuals will serve for the length of their Executive Committee Liaison appointment.
- **Any individual(s) currently serving as a member of NAR's Professional Development committee:** These individuals, if any, shall serve for the length of their NAR appointment.
- **No more than 12 individual REALTOR® Members:** After having completed and submitted a Committee Volunteer Application Form by September 1st, the Vice Chair, immediately prior to their term as Chair, shall select replacements for those Individual REALTOR® Members whose term expired, each of whom will serve a four-year term.

The officers of the committee shall be the Chair and Vice Chair.

The Vice Chair shall be appointed by the President-Elect and will go on to serve as Chair and Immediate Past Chair of the committee.

With the exception of the two Executive Committee Liaisons, all members of the committee shall be entitled to one vote. An individual may simultaneously serve as both an Individual REALTOR® Member and an Executive Committee Liaison, with their term expiring upon either the conclusion of their four-year Independent REALTOR® Member appointment, or two-year Executive Committee Liaison appointment, whichever is later.

If a current member of the Committee is selected to be Vice Chair, their term shall end only after having served as Immediate Past Chair.

Upon conclusion of a committee member's term, they will be removed from the committee and are not eligible to be reappointed for a period of one year. However, if there are an insufficient number of applicants to replace each of the departing committee members, the one-year hiatus requirement will be waived.

Should a committee member resign or be removed with cause at any time prior to expiration of their term, a replacement member will be selected by the Chair. The replacement member will step into the role of the departing committee member and shall serve out the remainder of the departing committee member's term. The sole exceptions being: (1) a sitting Chair's replacement will be

selected by the current President; (2) a sitting Vice Chair's replacement will be selected by the current President-elect; and (3) a sitting Executive Committee Liaison's replacement will be selected by the current President.

A committee member will automatically be removed upon loss of real estate license or loss of Association membership. Committee members accept the responsibility for carrying out the goals of the committee to which they are appointed, and meeting attendance is part of that responsibility. Any voting committee member who fails to attend two consecutive regularly scheduled meetings may be removed from the Committee at the Chair's discretion. The Chair of the committee shall then appoint a new member to complete the remainder of the departing member's term.

Each Primary Committee Chair shall use best efforts to ensure that their committee is served by at least one representative from each of the state's five regions. To the extent possible, each Primary Committee shall be representative of the general membership. In other words, committees should be representative geographically, broker/agent, large/medium/small brokerage, etc. While broad-based representation is desirable, this should not be construed as limiting the Chair from appointing the most knowledgeable and competent individuals available to serve.

General Responsibilities of Committee Members:

- Attend all committee meetings (generally 4 per year) or participate via teleconference when unable to attend in person.
- Notify staff as soon as possible if unable to attend a meeting to enable staff to determine if the quorum requirement can be met.
- Review the agenda and all relevant material before committee meetings.
- Promptly respond to emails and other correspondence concerning committee business.
- Contribute during meetings and voice objective opinions on issues.
- Carry out individual assignments made by the committee chair.
- Focus on the best interests of the association and the committee rather than on personal or constituent interests.
- Act in good faith and in accordance with the best interests of the association.
- Publicly disclose any actual or perceived conflicts of interest and comply with the Arizona REALTORS® Conflict of Interest Policy.

Arizona Association of REALTORS®
Primary Committee Guidelines
(Revised June 2016)

The Purpose of these Guidelines is to clarify the AAR Primary Committees composition, appointment process and responsibilities to insure that each Primary Committee continues to have qualified and diverse members. AAR's Primary Committees are:

- Legislative and Political Affairs Oversight (LPA) (*Standing Committees: RAPAC and Issues Mobilization*)
- Risk Management Committee (RMC) (*Standing Committees: Grievance and Professional Standards*)
- Business Services and Technology (BST)
- Professional and Business Development (PBD)

Primary Committee Composition

Primary Committees shall be composed of the following:

- **Chair**, who is appointed by the President for the President's term in office and who will proceed to become the committee's Immediate Past-Chair.
- **Vice-Chair**, who is appointed by the President-Elect for the President-Elect's term in office.
- **Immediate Past-Chair**, who upon conclusion of the term will be removed from the committee and not eligible to be appointed as a Member-at-Large for a period of one year.
- **NAR Committee member(s)** (*willing to serve*) during the term of their NAR appointment on the companion national committee as follows:
 - NAR Risk Management Committee for RMC
 - NAR REALTOR® Party Member Committee Involvement Committee for LPA
 - NAR Professional Development Committee for PBD
- **AAR Hotline Attorney**, who shall serve as a member of the RMC.
- **Legislative Committee, REALTORS® Issues Mobilization Committee and REALTORS® of Arizona Political Action Committee Chairs** (*willing to serve*) during their term as standing ex-officio voting members of LPA.
- **GRI Workgroup, Broker University and CRPM Advisory Board Chairs** (*willing to serve*) during their term as standing ex-officio voting members of PBD.
- **Members-at-Large**, no more than twelve (12) individuals whose service on a Primary Committee shall be limited to four (4) consecutive one year terms without a break in service of one year. Upon conclusion of a committee member's fourth consecutive term, the member will not be eligible to be reappointed to the same Primary Committee for a period of one (1) year. However, if there are an insufficient number of applicants to replace a departing committee member, the one (1) year break in service requirement may be waived by the President for the year of service.

Executive Committee Liaisons

Each Primary Committee shall also have two (2) Executive Committee Liaisons appointed by the AAR President for the President's term in office. The Liaison's position on the committee is not a committee member, may not vote and is not counted in terms of establishing a quorum for the

meeting – unless the Liaison is also a direct member of the committee. Executive Committee Liaisons serve as a resource to the primary committee and assist in decision making with a focus on the AAR Strategic Plan.

Primary Committee Appointment Process

Primary Committee Application and Submission

Any REALTOR® Member seeking an appointment or reappointment to an AAR Primary Committee shall complete and submit an [AAR Committee Volunteer Application Form](#) by September 1st in the year preceding the desired year of service. Members-at-large are not automatically reappointed to a committee.

Primary Committees Chair and Vice Chair Appointments (*AAR Bylaws – Article X*)

The President, with cooperation of the President-elect, for their respective years in office, and with the approval of the Board of Directors, appoints the Primary Committee Chair and Vice Chair to serve for one-year terms. The President shall be an ex-officio member of all Primary Committees.

Primary Committee Member-at-Large Appointments

The Primary Committee Vice-Chair, immediately prior to their term as Chair, shall review the [AAR Committee Volunteer Application Forms](#) submitted by the September 1st deadline and select Members-at-Large to serve the following year. To the extent possible, each Primary Committee Chair shall use best efforts to ensure that: (1) their committee is served by at least one representative from each of AAR's five regions; and (2) composition of the committee is representative of the general membership. In other words, committees should be representative geographically, broker/agent, large/medium/small brokerage, etc. While broad-based representation is desirable, this should not be construed as limiting the appointment of the most knowledgeable and competent individuals available to serve.

Primary Committee Member Removal/Vacancies

A committee member shall be automatically removed from a Primary Committee upon loss of real estate license and/or loss of Association membership. At the Chair's discretion, a committee member may be removed from a Primary Committee upon two consecutive meeting absences. In the event of a vacancy: (1) a chair's replacement will be selected by AAR's current President; (2) a Vice-Chair's replacement will be selected by AAR's current President-Elect; (3) all other committee member vacancies may be filled as determined by the Chair. A replacement member will step into the role of the departing committee member and shall serve out the remainder of the departing committee member's term.

Exceptions

Any exceptions necessary to ensure a Primary Committee has adequate qualified members may be approved by the President for the year of service.

Effective Date and Implementation

These Guidelines shall be effective for the 2017 Primary Committee selection process. To implement the policy, the 2016 Primary Committee Chairs with the assistance of their Staff Liaisons, will divide the current Primary Committee Members-at-Large into four groups and assign them staggered terms based on their length of service on the Committee (i.e., Year 4 of 4, Year 3 of 4, Year 2 of 4, Year 1 of 4). Any question regarding the assigned terms shall be decided by the 2016 President. Once the Member-at-Large in these groups complete their assigned Year 4 of 4 term, they will not be eligible for reappointment to the Primary Committee for a period of one year (but may be appointed to another Primary Committee, Standing Committee or workgroup).

General Primary Committee Responsibilities

General Primary Committee Chair Responsibilities:

- Present business plan and budget for approval with staff assistance
- Chair all Primary Committee meetings
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a Member of the AAR Executive Committee and Board of Directors
 - Attend the Executive Committee and Board of Directors meetings
 - Present reports at each meeting and make any recommended motions
- Attend Leadership Conference, if possible
- Appoint Standing Committee Chairs pursuant to the applicable policies
- Appoint Workgroup Chairs as needed

General Committee Member Responsibilities

- Attend all meetings or participate via teleconference when unable to attend in person
- Notify staff as soon as possible if unable to attend a meeting
- Review agenda and all relevant material before committee meetings
- Respond to emails and other correspondence promptly
- Make contributions during meetings and voice objective opinions on issues
- Focus on the best interests of AAR rather than on personal or business interests
- Act in good faith and in accordance with the best interest of AAR
- Publicly disclose any conflicts of interest and comply with AAR Conflict of Interest Policy

ARIZONA REALTORS® PRIMARY COMMITTEE

COMMUNICATION/SOCIAL MEDIA GUIDELINES

October 2019

The Arizona REALTORS® strives to be transparent and keep the channels of communication open. As a member of a Primary Committee, you are encouraged to share Primary Committee information and activities with your local association executives, local association leadership, and fellow REALTORS® following each meeting.

When communicating Primary Committee information in any way, including social media:

- Do ask the staff liaison or chair whether agendas and/or handouts may be shared or copied.
- Do ensure that all information is accurate and as complete as possible.
- Do share if committee recommendations will require Executive Committee or Board of Directors approval (or both).
- Do **not** use or disclose any confidential information obtained in your capacity as a Primary Committee member.
- Do **not** disclose details of committee debates or disagreements.
- Do **not** state or imply that you are authorized to speak as an official representative of the Arizona REALTORS® or the Primary Committee on which you serve.
- Do **not** make any comments, posts, or share any material that might cause damage to the reputation of the Arizona REALTORS® or its members.
- Do **not** make any statements to the media or post ~~to~~ on a social media page belonging to a member of the media. If contacted by a member of the media, please direct them to the Arizona REALTORS® CEO.

When in doubt, please seek guidance from the staff liaison or Primary Committee Chair.



GENERAL PRIMARY COMMITTEE RESPONSIBILITIES

General Responsibilities of Primary Committee Chairs:

- Present business plan and budget for approval with staff assistance
- Chair all Primary Committee meetings
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a Member of the Executive Committee and Board of Directors
 - Attend the Executive Committee and Board of Directors meetings
 - Present reports at each meeting and make any recommended motions
- Attend Leadership Conference, if possible
- Appoint Standing Committee Chairs pursuant to the applicable policies
- Appoint Workgroup Chairs as needed

General Responsibilities of Committee Members:

- Attend all committee meetings (generally 4 per year) or participate via teleconference when unable to attend in person.
- Notify staff as soon as possible if unable to attend a meeting to enable staff to determine if the quorum requirement can be met.
- Review the agenda and all relevant material before committee meetings.
- Promptly respond to emails and other correspondence concerning committee business.
- Contribute during meetings and voice objective opinions on issues.
- Carry out individual assignments made by the committee chair.
- Focus on the best interests of the association and the committee rather than on personal or constituent interests.
- Act in good faith and in accordance with the best interests of the association.
- Publicly disclose any actual or perceived conflicts of interest and comply with the Arizona REALTORS® Conflict of Interest Policy.



LEGISLATIVE & POLITICAL AFFAIRS COMMITTEE

VISION: The best prepared real estate practitioner with the highest standards.

MISSION: The Legislative and Political Affairs (LPA) Committee works to protect private property rights, promote REALTOR® interests at all levels of government, and mobilize members to legislative and political action.

PURPOSE: The Arizona REALTORS® is the most powerful and influential political force in Arizona.

The Legislative and Political Affairs subcommittees are:

- Legislative Committee
- REALTORS® Issues Mobilization Committee (RIMC)
- REALTORS® Political Action Committee (RAPAC)
- Additional workgroups the Legislative and Political Affairs Committee deems necessary to form.

The LPAC and its subcommittees/workgroups are involved in:

- Protecting private property rights
- Promoting the association's interests at all levels of government
- Mobilizing members to legislative and political action

Which includes:

- Work on necessary legislation
- Legislative monitoring
- Lobbying, including "calls for action"
- Issues campaigns
- Member awareness and training programs
- Raising and disbursement of funds for RAPAC and Issues Mobilization Fund

The LPAC monitors all governmental activities such as:

- REALTOR® Day at The Capitol
- REALTOR® Caucus
- Election activities
- Annually recommending the association's Legislative Policies for the Board of Directors' consideration

STAFF

Matthew Contorelli – Government Affairs Director

Heather Erceg – Government Affairs Administrative Assistant

Lore Anne Brown – Director of Government Programs

Jillian Ruize – Government Affairs Coordinator



Legislative & Political Affairs Committee Chair Guide

Basic Role:

Guide the committee in its work as outlined by the Legislative and Political Affairs (LPA) Committee Business Plan and within the approved LPA Budget.

General Responsibilities:

- Chair all LPA meetings (generally 4 per year)
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a member of the Arizona REALTORS® Executive Committee
 - Attend Executive Committee meetings (generally 4 per year)
 - Present LPA business plan and budget for approval with staff assistance
 - Present LPA reports at each meeting with staff assistance and make any LPA recommended motions
- Attend Leadership Conference, if possible
- Attend REALTOR® Day
- Appoint LPAC workgroup Chairs which includes the Legislative Committee, REALTORS® Political Action Committee (RAPAC), as needed

Chair Guidelines:

- Guide, mediate and stimulate discussions
- Keep discussions on track; periodically restate the issue and the goal of the discussion
- Monitor participation; control talkative members and draw out silent members
- Use well-placed questions, seek points of information and clarification, and periodically summarize to keep the discussion focused
- Allow members to voice different ideas
- If emotions are too high, return the floor to a neutral person, seek a purely factual answer, or take a break
- If a member is blocking constructive behavior, consider speaking to the person privately in a caring manner, pointing out the effects of the behavior, and suggesting alternative behaviors
- Seek consensus, but unanimity is not required
- Close the meeting by noting achievements



RISK MANAGEMENT COMMITTEE

VISION: The best prepared real estate practitioner with the highest standards.

MISSION: The Risk Management Committee (RMC) implements and oversees programs designed to mitigate risk for consumers, as well as all Arizona REALTORS®, along with educating members in risk management techniques and applicable laws that affect their practice.

PURPOSE: The Arizona REALTORS® provides members with unsurpassed risk management tools.

The RMC oversees the following programs, products, services and activities to further the Association's Vision:

- **Risk Management Committee:** Plan and organize committee meetings, prepare committee Chair materials for RMC and ExCom meetings
- **Standardized Real Estate Contracts and Forms:** Develop and revise contracts and forms as necessary for introduction in February, June and October; Deliver timely contracts and forms information and education
- **Risk Management Information & Education:** Publish risk management articles, Broker/Manager Updates, Buyer Advisory, Short Sale Advisory, Arizona REALTOR® website, Scams & Frauds webpage, Short Sale Blog
- **Legal Hotline Administration and Oversight:** Administer, promote and evaluate Legal Hotline services; Review/publish monthly Hotline Q&As
- **Regulatory Issues and Legislative Input:** Work with ADRE and other administrative agencies on regulatory issues; Provide input on legislative issues affecting the industry
- **Professional Standards Administration:** Grievance Committee (GVC): Process complaints and conduct monthly meetings; Professional Standards Committee (PSC): Schedule and staff ethics hearings and arbitrations; Develop Professional Standards policy updates and adaptations
- **Ombudsmen Program:** Take complaint calls and facilitate ombudsman requests to resolve disputes at first point of contact
- **Professional Standards, Mediation, and Ombudsman Education and Training:** Conduct annual trainings for PSC, GVC, Hearing Chairs, Mediators and Ombudsmen
- **REALTOR® Mediation:** Provide and promote DRS mediation and arbitration options for buyer-seller disputes
- **Buyer-Seller Dispute Resolution System – DRS:** Provide and promote DRS mediation and arbitration options for buyer-seller disputes

STAFF

Scott Drucker, Esq. – General Counsel

Nikki Salgat, Esq. – Associate Counsel

Jan Steward – Risk Management Manager

Jamilla Brandt – Risk Management Coordinator

Carole Ridley – Professional Standards Administrator

Sam Clah – Professional Standards Coordinator



Risk Management Committee Chair Guide

Basic Role:

Guide the committee in its work as outlined by the Risk Management (RM) Committee Business Plan and within the approved RM Budget.

General Responsibilities:

- Chair all RM meetings (generally 4 per year)
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a Member of the Arizona REALTORS® Executive Committee
 - Attend Executive Committee meetings (generally 4 per year)
 - Present RM business plan and budget for approval with staff assistance
 - Present RM reports at each meeting with staff assistance and make any RM recommended motions
- Attend Leadership Conference, if possible
- Appoint Professional Standards Committee members in conjunction with Professional Standards Committee Chair (approximately November-December)
- Appoint RM Workgroup Chairs, as needed
- Appoint DRS mediators/arbitrators with staff assistance

Chair Guidelines:

- Guide, mediate and stimulate discussions
- Keep discussions on track; periodically restate the issue and the goal of the discussion
- Monitor participation; control talkative members and draw out silent members
- Use well-placed questions, seek points of information and clarification, and periodically summarize to keep the discussion focused
- Allow members to voice different ideas
- If emotions are too high, return the floor to a neutral person, seek a purely factual answer, or take a break
- If a member is blocking constructive behavior, consider speaking to the person privately in a caring manner, pointing out the effects of the behavior, and suggesting alternative behaviors
- Seek consensus, but unanimity is not required
- Close the meeting by noting achievements



BUSINESS SERVICES & TECHNOLOGY COMMITTEE

VISION: The best prepared real estate practitioner with the highest standards.

MISSION: The Business Services & Technology Committee (BST) provides tangible products members use every day in increasing their professionalism and providing a higher quality of service to consumers.

PURPOSE: The Arizona REALTORS® support the success of REALTOR® members with business services.

The BST committee provides:

- exclusive member services
- certified training
- video webinars
- live support

The BST committee provides the following technology services:

- Lone Wolf Transactions (TransactionDesk Edition) (zipForm Edition)
- eSign – AAR Digital Signature
- TechHelpline
- Single Sign-On

The BST committee and its subcommittees/workgroups are involved in:

- Communications Workgroup
- Diversity-Inclusion Committee

STAFF

Dan Pemberton – Director, Business Services & Technology
Michelle Kechely – Business Services & Technology Manager
Maggie Hernandez – Association Membership System Manager
Rebecca Perks – Business Application Specialist
PK Gunn-Mesler – Business Application Specialist
Alex York/nVision – Systems Administrator
Matt Roberts – Communications Manager
Jo Schafrik – Creative Manager



Business Services & Technology Committee Chair Guide

Basic Role:

Guide the committee in its work as outlined by the Business Services and Technology Committee (BST) Business Plan and within the approved BST Budget.

General Responsibilities:

- Chair all BST meetings (generally 4 per year)
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a member of the Arizona REALTORS® Executive Committee
 - Attend Executive Committee meetings (generally 4 per year)
 - Present BST business plan and budget for approval with staff assistance
 - Present BST reports at each meeting with staff assistance and make any BST recommended motions
- Attend Leadership Conference, if possible
- Appoint BST workgroup Chairs, as needed

Chair Guidelines:

- Guide, mediate and stimulate discussions
- Keep discussions on track; periodically restate the issue and the goal of the discussion
- Monitor participation; control talkative members and draw out silent members
- Use well-placed questions, seek points of information and clarification, and periodically summarize to keep the discussion focused
- Allow members to voice different ideas
- If emotions are too high, return the floor to a neutral person, seek a purely factual answer, or take a break
- If a member is blocking constructive behavior, consider speaking to the person privately in a caring manner, pointing out the effects of the behavior, and suggesting alternative behaviors
- Seek consensus, but unanimity is not required
- Close the meeting by noting achievements



PROFESSIONAL & BUSINESS DEVELOPMENT COMMITTEE

VISION: The best prepared real estate practitioner with the highest standards.

MISSION: The Professional & Business Development Committee (PBD) oversees programs and education classes to help members build their business, sharpen their skills and knowledge, and be the best prepared and perform to the highest standards.

PURPOSE: The Arizona REALTORS® sets the standard in quality and meaningful professional development that positions the REALTOR® member to succeed, and delivered to members in their moment of need.

The PBD offers educational programs that include:

- Broker University
- Graduate REALTOR® Institute (GRI) Program
- Leadership Training Academy (LTA)
- Instructor Development Workshops
- rCRMS: REALTORS® Certified Risk Management Specialist Program
- Masters of Real Estate (MRE) Society
- Certified Residential Property Manager (CRPM)

The PBD and its subcommittees/workgroups are involved in:

- Monitoring the GRI and CRPM Programs
- Enhanced remote delivery of classes to local association membership
- Education development

The PBD hosts the association's conferences and conventions such as:

- Spring Convention
- Leadership Conference
- Industry Partners Conference

STAFF

Barb Freestone – Sr. Vice President, Professional & Business Development

Brittini Matt – Director, Education Outreach Programs

Kimberly Franzen – Professional Development Coordinator

Tatiana McDowell – Distance Education Coordinator

Marguerite Berry – Event Planner



Professional & Business Development Committee Chair Guide

Basic Role:

Guide the committee in its work as outlined by the Professional and Business Development Committee (PBD) Business Plan and within the approved PBD Budget.

General Responsibilities:

- Chair all PBD meetings (generally 4 per year)
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a member of the Arizona REALTORS® Executive Committee
 - Attend Executive Committee meetings (generally 4 per year)
 - Present PBD business plan and budget for approval with staff assistance
 - Present PBD reports at each meeting with staff assistance and make any PBD recommended motions
- Attend Leadership Conference, if possible
- Attend Spring Convention, if possible
- Appoint PBD workgroup Chairs, as needed

Chair Guidelines:

- Guide, mediate and stimulate discussions
- Keep discussions on track; periodically restate the issue and the goal of the discussion
- Monitor participation; control talkative members and draw out silent members
- Use well-placed questions, seek points of information and clarification, and periodically summarize to keep the discussion focused
- Allow members to voice different ideas
- If emotions are too high, return the floor to a neutral person, seek a purely factual answer, or take a break
- If a member is blocking constructive behavior, consider speaking to the person privately in a caring manner, pointing out the effects of the behavior, and suggesting alternative behaviors
- Seek consensus, but unanimity is not required
- Close the meeting by noting achievements