

2025-2026

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Seminar Topics:

- ABC's of Community Association Leadership
- Financial Efficiency in Action: CAM Accounting Made Clear
- Clearing the Path: Navigating Hoarding Challenges in Communities
- Eco-Efficiency for Communities: Smart Strategies for Tree & Pond Care
- Board Leadership in Action: Practical Wisdom for Stronger Communities
- Rules in Real Time: An Interactive Dive into Bylaw Enforcement
- ChatGPT for Condos? How AI Is Changing Community Management
- Preventive Maintenance for Masonry & Waterproofing: Protecting Your Community's Capital Before It Crumbles
- Hot Topics and Attorney Q&A



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Comng Soon to the Vibe Showplace Marquee



Respecting Boundaries: How Community Leaders Can Respond to Harassment

By: Whitney Shepard

It's not uncommon for community association managers and board members to have days filled with high-stress situations, emotional exchanges, and difficult personalities. Disgruntled residents, and

unresolved maintenance issue, or an unsympathetic board member are part of the job, but there's a clear line between having a difficult day and experiencing harassment, especially when the emotional toll crosses into the territory of toxic behavior.

It's not always easy to navigate the emotional labor required to balance the needs of residents, boards, and homeowners. On a rough day, emotions can run high, and it's easy to internalize the frustration of others. These situations can leave you feeling drained and questioning your approach. That frustration crosses a line with publicly humiliating or defaming remarks, unfair accusations or slander, inconsistent expectations and undue criticism, and verbal or emotional aggression

[Read more about responding to harassment](#)