



ELIZABETH CASWELL DYER
DENVER



CHRIS ARCHAMBAULT
HOUSTON



JOSHUA SPENCE
MILWAUKEE

2022 EDUCATION CATALOG

BUILD YOUR FUTURE WITH CAI



CRISHANA LORITSCH
GREAT FALLS, VA.



MARY HURAND
OVERLAND PARK, KANSAS

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ELIZABETH CASWELL DYER

**CHIEF EXECUTIVE OFFICER
SOPRA COMMUNITIES, INC.
DENVER**

Elizabeth Caswell Dyer, CMCA, is CEO of Sopra Communities, Inc. in Denver. In 1994, she began working in related fields including as a legal secretary in a community association law firm and a portfolio manager at a management company.

At the time she started her management company, a colleague suggested she join CAI. Dyer began taking CAI courses and found them to be thorough and comprehensive. She gained extensive knowledge on the community association industry. Dyer attends the annual CEO-MC Retreat and enjoys connecting with colleagues on issues important to CEOs, such as hiring and retention. Her peers had a tremendous positive impact on her career and on her business. Dyer also finds value in getting involved with her local CAI chapter to network and grow professionally alongside her peers and business partners.

M-201

FACILITIES MANAGEMENT

CLASSROOM | ONLINE | LIVE VIRTUAL FORMATS

This course provides a hands-on approach to help you analyze, evaluate, communicate, and plan for property maintenance. Your community will benefit from your increased understanding of the various types of maintenance—routine, preventative, emergency, corrective, and scheduled. Topics include:

- | Evaluating existing maintenance programs and management tools
- | Analyzing maintenance contracts
- | Overseeing maintenance of common areas, using checklists, and reports
- | Making maintenance requests and recommendations to the board
- | Preparing a request for proposal and bid specifications
- | Using a reserve study for repair and replacement

» Visit www.caionline.org/m201 to register.

M-202

ASSOCIATION COMMUNICATIONS

CLASSROOM | LIVE VIRTUAL FORMATS

Gain key communication techniques to improve resident and board relations. This course offers strategies that will benefit both new and experienced managers and provide the skills to communicate more effectively with owners and volunteers. You'll learn the basics of good customer service and how to effectively handle complaints, write newsletters and reports, and manage public relations. Topics include:

- | Practicing effective communication skills
- | Identifying and responding to owner needs
- | Addressing complaints and diffusing anger
- | Managing public relations
- | Preparing annual meeting notices, management reports, and rule violation letters

» Visit www.caionline.org/m202 to register.