



## KEY

■ General Session

■ Maintenance

■ Keynote

For full session descriptions, go to <https://www.pmamhq.com/glastar-speaker-information-and-schedule>

### DAY 1: Thursday, October 12, 2023

7:30-8:30am Networking with Suppliers/Business Partners

7:30-8:45am Breakfast

8:30-8:45am Welcome by PMAM President, Doug Marcum

#### 8:45-10:00am **SESSION 1**

##### **Why Settle for Ordinary When You Can Be Legendary** - *Mindy Price*

Legends are not born, they are made. It is not how you look, how you dress, or how educated you are, but how you think! Mindy will share advice on how to reenergize your attitude to ace your multifamily role, overcome your limitations, and achieve your goals at work and in life.

#### 10:15-11:30am **SESSION 2**

##### **Successful Shifts to Leadership – The journey from coworker to supervisor** - *Rich George*

**Back to the Basics: Things you may have forgotten about Apartment Maintenance or wish you could!** - *Chris King-Dye*

##### **Emotional Support Animals** - *Jenni McGuire Scheid*

11:45-1:15pm Lunch and Networking with Suppliers/Business Partners

#### 1:30-2:30pm **SESSION 3**

##### **It's Not What You Say, It's How You Say It** - *Mindy Price*

**Navigating Mental Health in the Multifamily Arena: Compassionate Customer Service and Risk Awareness** - *Annette McBride*

**How to Create Win-Win Scopes, Bids and Contracts** - *Chris King-Dye*

2:30-3:00pm Snack and Networking with Suppliers/Business Partners

#### 3:00-4:00pm **SESSION 4**

##### **The Happiness Factor** - *Dale Smith Thomas*

Happier people are healthier, more productive and more innovative. They develop more resilient personalities and handle adversity better than their negative counterparts. Research has now proven when we are positive, our brains become more engaged, creative, motivated, energetic, resilient, and productive at work. Happiness truly is a choice. Start choosing it today and start changing your life.

### DAY 2: Friday, October 13, 2023

8:15-9:00am Coffee and Continental Breakfast

9:00-Noon **Active Assailant/Active Shooter** - *Steve Relyea*

Noon Lunch on your Own

6:30pm **Cocktails**

7:15pm **GLAStar Awards Dinner** (Black Tie Optional),  
**Master of Ceremonies** Dale Smith Thomas

9:30pm **Celebration and Dancing with DJ JWill4Real**

## Hotel Accommodations:

The Kellogg Hotel & Conference Center, MSU • 219 S. Harrison, East Lansing, MI 48824  
[kelloggcenter.com](http://kelloggcenter.com) • 517-432-4000 • Group Code: 2310GLASTA (Room Block Expires 9/11/2023)

### Overflow Hotel:

Hampton Inn, East Lansing • <https://tinyurl.com/GLAStarHampton2023>

## To Reserve Your Tickets:

GLASTAR REGISTRATION <https://tinyurl.com/GLAStar2023>

You can pay by credit card or elect to be billed when registering on-line.

Or, email [tracy@pmamhq.com](mailto:tracy@pmamhq.com) and we can register for you.

Thursday Education Only: \$169.00

Friday Education Only: \$60.00

Thursday and Friday Education: \$199.00

Awards Dinner Only: \$75.00 (per person)

Non-members please add \$30 to all items



**Attend Thursday's Education and Earn 5.4 Continuing Education Credits! Friday's Education is 3 Continuing Education Credits!**

QUESTIONS? Email: [tracy@pmamhq.com](mailto:tracy@pmamhq.com), Call 517-721-1293 [www.pmamhq.com](http://www.pmamhq.com)