

C.A.R. DIRECTORS MANUAL

C.A.R. MEETING BASICS

Being named a C.A.R. director from GLAR is an honor as you are part of the guidance of our industry. As such it is important to know what all of the duties are expected, and how to best represent yourself, your company, and GLAR.

And there are some basic things for you to know about.

REGISTRATION

GLAR staff takes care of registering you for all of the events and meetings prior to the meetings. If you have specific requirements, or desired activities, check with the travel policies and make staff aware – in an email – and we will do our best to accommodate you. The registrations we handle include:

- Registration for the meetings/ Expo
- Hotel nights – based off of the travel policy and the meetings assigned – Your hotel room will be paid for, you will be required to put down your own credit card for incidentals, parking, and additional hotel charges
- Ticketed events – Special Lunches, inauguration, etc.

TRAVEL

Directors are responsible for setting up their own travel arrangements – based off of the funding for the specific event.

You MUST be able to stay until the end of the Board of Directors meeting. Do not make travel arrangements before that time.

ON-SITE BADGE PICK UP

You are responsible for picking up your own badge at the meetings. There will be a registration booth and you will be required to find it and pick up your badge. At that point you will be able to take care of another few registration type efforts:

- **REALTOR® ACTION FUND** – C.A.R. Directors are expected to be \$148 contributors – you can make payments
- **HOUSING AFFORDABILITY FUND** – C.A.R. Directors will be asked to contribute throughout the year
- **C.A.R. EDUCATIONAL FUND** – Contributions can be made at the booth, or through a contact

You will notice a series of colorful lapel badges being worn

Light blue – Leadership

White – Executive Committee

Gold – Past Presidents

Green – Strat. Planning & Finance

Dark Blue – Directors for Life

Red/Burgundy – CREPAC/IMPAC

MEETING MATERIALS

You will be given an updated schedule of conference events when you register. Things may have changed slightly from when you first looked. Double check your timing. The Region 17 Webpage will also have a link to the most current information.

You will not be given agendas or meeting materials for your committees, however that is all accessible each meeting online.

CONTACT INFO & QUESTIONS

You will be given contact info for all directors – as well as a mentor to assist with navigating the meetings.

C.A.R. DIRECTOR DUTIES

Here are your duties as a C.A.R. Director.

1) Attend all of the C.A.R. Meetings

C.A.R. Directors from GLAR are expected to attend all of the C.A.R. meetings during the year that they are named a director. Additionally there are meetings that BH/GLAAR has around each meeting where director attendance is required. BELOW IS A SAMPLE ONLY.

Dates	Type	Location
1/11 – Lunch	Pre – C.A.R. Winter Meeting	MLS
1/15-19	C.A.R. Winter Meetings	Monterey
2/23 – 3 to 6 PM	Post C.A.R. Wrap Up – State of Real Estate LA	TBD
4/27 – Lunch	Pre – C.A.R. Legislative Meeting	MLS
4/30-5/5 5	C.A.R. Legislative Meetings	Sacramento
6/11 – 10 AM to 2 PM	Post C.A.R. Wrap Up – Legal, Pro Standards, and Forms Update	TBD
10/5 – Lunch	Pre – C.A.R. Fall Expo Meeting	MLS
10/9-13	C.A.R. Fall Expo	Long Beach
11/15 – 10 AM to 2 PM	Post C.A.R. Wrap Up – Broker Legal Update	TBD

2) Engage with C.A.R. Committees

In addition to attending the meetings, you are expected to become a member of up to 3 committees that are of interest to you in this business. To see the current year's list of committees, go to the C.A.R. MEETINGS PAGE.

There are Three types of Committees to be aware of at C.A.R. –

- **Special Invitation –** These meetings are typically closed to general members and require a special appointment. Examples of such include Strategic Planning and Finance, Issues Mobilization PAC, California Real Estate PAC, Political Activities Fund, Legal Update, and others.
- **Policy Making –** These committees are able to make motions and affect the operations of C.A.R.. Because of this fact they are quite sought after, important, and necessary for ascending leadership at C.A.R.. Examples of such include Legislative, Federal policy, Professional Standards, and others.
- **Forums –** These committees can not make policy, and typically are related to specific functions within the association. They serve an important function, but do not carry as much weight. Examples of such include Credentials, Local Government, Association Executives, and others.

During your first meeting it is best to pick some that you're interested in, run those committees by experienced directors, and attend those meetings. When you attend those meetings it is important to do three things:

- 1) *MEET THE COMMITTEE LEADERSHIP*
- 2) *MEET THE COMMITTEE STAFF*
- 3) *PAY ATTENTION TO SEE IF THIS COMMITTEE IS FIT FOR YOU*

After each meeting always follow up with the people you met to make sure they know who you are, and your association.

3) Cooperative, Cohesive, and Collaborative Support with Directors

No one becomes successful in leadership at C.A.R. without the support of others, and collaboratively working together towards common goals. You are now a part of that collaborative effort to promote the value of our association's directors and encourage growth, leadership, and inclusion in the C.A.R. leadership.

Work with other directors, mentor directors that have experience, and growing leadership in order to learn the ropes of C.A.R.

4) Represent Yourself and Your Association Well

When we attend C.A.R. functions our goal is to promote the value of leadership that BH/GLAAR brings to these meetings. We want everyone at C.A.R. to seek the input, involvement, engagement and leadership of our association. You will do that in several ways

MEET OTHER DIRECTORS FROM OTHER ASSOCIATIONS

While our directors are intended to guide leadership and connections, its building those connections that is important. We see the directors from GLAR consistently at home. We only have 3 opportunities a year to connect with leaders from other associations around the state. Use this as an opportunity to build your network, not stay within the one you have.

ATTEND ALL SOCIAL, NETWORKING, CHARITABLE, AND EXTERNAL EVENTS

There are several opportunities to connect at each set of meetings. Fundraisers, Networking Events, Socials, Leadership meetings, Candidate Events, and several other similar meetings exist. Do what it takes to attend all such events to meet new people, seek them out in the schedule, and learn of others from similar interests as yours.

CONNECT WITH LEADERSHIP

C.A.R. Meetings provide you opportunities to meet with leaders from all over the state. Beforehand, or while at the meetings, use the opportunity to set appointments and meet with other leaders in this industry.

- C.A.R.'s leadership team is always available and walking around. When you see them, use that as an opportunity to introduce yourself. See if you can set a **follow up meeting** with them.
- Committee leaders have more available time than leadership, find a time to **connect with them**.
- If you have a **secondary market** that you work, or an area you have familiarity with – use these meetings as an opportunity to connect.
- Always get cards and follow up with leaders.

BUILD THE GLAR BRAND

Know that people are paying attention to what you do at these meetings. Additionally, know that what you do reflects not just on you, but on the association as well.

- *IF YOU ARE PERCEIVED AS HELPFUL, EAGER, AND VALUABLE, GLAR WILL BE SEEN AS HELPFUL, EAGER, AND VALUABLE.*
- *IF YOU ARE PERCEIVED AS CONTRARIAN, COMBATIVE, OR RUDE, GLAR WILL BE SEEN POORLY AS WELL.*

It may seem overstated, however it is not. There is a long history of this, and the careers and of directors, and reputations of organizations both quickly elevated and quickly eradicated solely on the perception that directors laid.

THE C.A.R. MEETING EXPERIENCE

Attending a C.A.R. Conference for the business meetings is a unique experience. It is very easy to get lost in the process. We at GLAR have built a number of resources and guidance to help you not get lost.

The Region 17 Webpage

GLAR along with the Malibu and Southwest Los Angeles Associations are part of C.A.R.'s Region 17.

There is a lot of information to keep straight. Each meeting we put together a webpage of all the information you will need. Bookmark it as it is updated each set of meetings, but it is always the same page –

https://greaterlarealtors.com/committees/Region_17

This page includes:

- A Link to the C.A.R. Tentative Schedule Page
- A Link to the C.A.R. Committee Materials Page
- Contact info for directors
- Location of the Regional Caucuses
- Information on the Regional Dinner
- Links to Special Events
- Information on Travel Policy
- Information on Reimbursement

The Region 17 website is constantly updated throughout the meetings, and it is good to keep as a reference at all times so that you can refer back to it for updated information.

Building Your Schedule

Once you have picked your committees of interest, you will need to know what meetings to schedule

PRIORITY 1

These meetings are mandatory for everyone each trip:

- **MEMBER DIRECTOR FORUM** – Usually late afternoon of the first day of meetings
- **FIRST TIME DIRECTORS ORIENTATION** – Usually early in the program, and only done at the winters meetings
- **CAUCUS** – When our region gets together to meet and discuss issues
- **BOARD OF DIRECTORS MEETINGS** – The afternoon of the second to last day, and the morning of the last day

PRIORITY 2

These are events where you are expected to participate:

- **YOUR ASSIGNED COMMITTEES** – Whatever committees you have been assigned to – always sign in
- **TICKETED EVENTS** – Luncheons, Guest Speakers, Inauguration, or any event where GLAR has reserved you a ticket.
- **CONTRIBUTOR RECEPTIONS** – Any reception in thanks of your contributions to RAF, HAF, or others.

PRIORITY 3

These are events where you can explore for future engagement or connection purposes:

- **YOUR INTEREST COMMITTEES** – Things you may have an interest in being a leader in
- **LEADERSHIP EVENTS** – Committees where leadership is known to be
- **APPOINTMENTS MADE** – Any meetings with connections you may have made

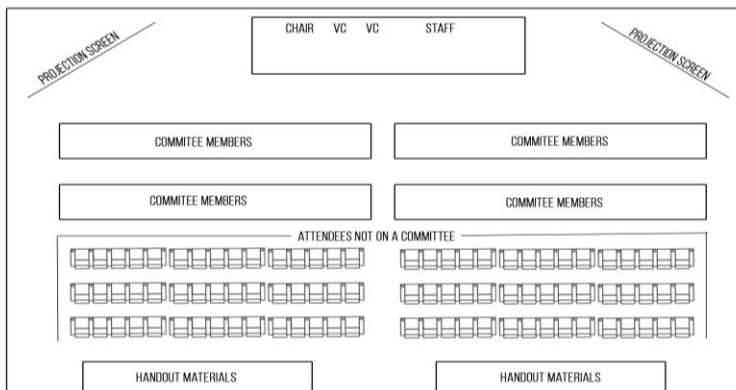
Your involvement is always encouraged, however there are certain meetings where you are expected to be, which is why we have developed this guide for you.

The Committee Procedures

Committees at C.A.R. are much more formal than they are at the local level. There is a defined structure, detail, layout, hierarchy, and process to the committee, and they proceed with strict adherence to Roberts Rules of Order. Becoming familiar with Roberts Rules would be very helpful.

SEATING

Committees have different lay outs, however seating is important at these as you do not want to inadvertently go to the wrong place. Below is an example of a typical committee lay out.



LEADERSHIP

Committees have very distinct leadership that you should become familiar with. These are the descriptions of those positions:

- **Chair** – Leads and proceeds over all discussions of the committee, sits on the dais.
- **Vice Chairs** – Typically 2 (one northern, one southern), and will assist in the proceeding, sits on the dais.
- **Leadership Liaison** – One person who reports to C.A.R. executive committee about the committee. May or may not sit on the dais, and may not be easily visible – but is highly important to know if you can.
- **Staff** – A member of the C.A.R. staff who is assigned to work with the committee. Highly influential in the development of committee discussions. Sits on the dais.

Staff is one of the most overlooked conduits to success at C.A.R.. They are responsible for connecting the dots between leadership and actions at the committee. As such treat them with the upmost respect, and it will go a long way.

SPEAKING FROM THE FLOOR

As a director you have the right to speak on any topic in any open committee – whether or not you are a member of that committee – or from the floor of the Board of Directors Meeting. However when you do, it is important to do it correctly.

Here is how you address the body:

- **IDENTIFY THE NEAREST MIC** – Go and stand in line, and raise the Mic Identification Paddle Until Called Upon
- **STATE YOUR NAME** – Let them know clearly who you are.
- **IDENTIFY YOUR ASSOCIATION** – You are from the Beverly Hills/ Greater Los Angeles Association of REALTORS®
- **IDENTIFY YOUR REGION** – You are from Region 17

- **ARE YOU A MEMBER OF THE COMMITTEE?** – Identify if you are a committee member or not.
- **CLEARLY AND CONCISELY STATE YOUR QUESTION** – Don't ramble, don't tell a story, and above all be respectful
- **WAIT UNTIL THEY HAVE ANSWERED YOUR QUESTION TO LEAVE THE MIC** – They may have a follow up question for you
- **DO NOT BE COMBATIVE FROM THE FLOOR** – It is ok to question or challenge, but do not be combative

Most questions can be asked individually of leadership not from the floor. Sometimes that is the best route as no one wants to be caught off guard – and can also make you valuable to staff and leadership as they won't be surprised by the question from the Board of Directors floor – saving everyone's reputation.

Represent yourself well, and you will be seen as a leader.

What Exactly Is Caucus?

The Caucus meetings occur in the early evening on most nights of the conference. Some associations meet 3 times, most only meet 2. Region 17 Caucus meets twice – on the second to last and last nights of the conference – unless otherwise noticed.

During the Caucus meetings, the regional representatives of each committee gives an update on their committees proceedings. Regional Reps cover:

- Important items that were brought up
- Action Items of the committee
- Common questions and objections that were made

It also provides you the opportunity to ask questions, and if there is something that you saw in the committee that should be addressed. However there are a lot of committees to cover, and a lot of actions to address, so in general these are supposed to be brief updates and not recaps of each committee.

There will also be visits from leadership, regional liaisons, committee liaisons, and candidate for office to our committees. When this occurs we immediately stop our discussions and proceedings to welcome them and get their updates. If it happens in the middle of your presentation, just remember where you are. And if you have questions of the visitors, ask.

Our region is known as one of the toughest to visit because we challenge them a great deal on ideas. Know that if you are challenging them, it is good to do it appropriately, and to not look to make them look bad in how we do that.

Questions?

These meetings can be quite overwhelming. Don't be afraid to stop someone and ask them for assistance. Everyone was once a first time director themselves, so they will understand.

Just always remember, at these meetings you are an ambassador of:

- **Yourself**
- **Your Company**
- **Region 17**
- **Beverly Hills/ Greater Los Angeles Association of REALTORS®**

And your actions will reflect on all of those individuals associated with each one.

BH/GLAAR TRAVEL POLICY

Each year GLAR establishes a travel budget for directors based on where the meetings are, and how much costs are expected to be. Some of the locations require flights (Sacramento), some trains (San Diego), some are drivable (Long Beach) – and budgeting is based on the most cost effective and reasonable way to attend meetings. Funding changes per year, but is designed to cover the following costs:

- **TRAVEL** – Flights, Mileage (based on IRS standard), Parking, Trains, Taxis, Uber/ Lyft, etc. for getting to and around the meetings.
- **HOTEL STAYS** – Association pays for your room with the association credit card.. You will have to pick up any room charges, and if they are applicable be reimbursed. Here are some examples of what are acceptable:
 - **APPLICABLE ROOM CHARGES** – Parking, Meals w/in your Per Diem, Internet
 - **NON APPLICABLE ROOM CHARGES** – Movies, Hotel Spa Services, Special Events
- **PER DIEM** – Determined each year to cover meals, snacks, etc. In 2018 the Per Diem is \$100/ day, cumulative.

ALCOHOL POLICY – *The Association does not reimburse for alcohol. Please deduct that amount from your receipts*

SUBMITTING FOR REIMBURSEMENT

On the Region 17 Webpage there will be a link to input your expenses and upload your receipts for reimbursement.

All expenses must be submitted – **together** – within 30 days of the conclusion of the meetings.

Our system is that these reimbursements are reviewed for compliance with the travel policy, and then approved by the association staff and leadership (Treasurer). You will then be sent your reimbursement – this can take up to 30 days.

We use the Bill.com system. Once approved, reimbursement can take up to a week to get to you. You can have your reimbursements directly submitted to your bank. You will receive an email from our accounting firm to set up direct deposit.

MISCELLANEOUS

CONFLICT OF INTEREST STATEMENT

You will be required to fill out a conflict of interest statement from C.A.R. You are also expected to disclose any conflict of interests when addressing a board, committee, or general body.

SOCIAL MEDIA POLICY

We highly encourage your promotion of any and every event possible that you attend at these meetings. Be sure to tag the association, and use appropriate hashtags.

On all accounts, the association can be tagged at – accounting@bhglaar.com

Always make sure that you have permission before posting pictures – **ESPECIALLY IN SACRAMENTO**.

WEB PAGES TO NOTE

- https://bhglaar.com/Region_17
- <https://www.car.org/meetings/carmeetings>
- <https://www.car.org/en/meetings/carmeetings/tentativeprogram>