

COACHING TO CREDENTIALS MENTOR PACKET





The Community Associations Institute – Greater Los Angeles Chapter (CAI GLAC) proudly presents the "Coaching to Credentials" program. This initiative is designed to empower aspiring community association managers by providing personalized mentorship and guidance as they work toward earning their professional credentials. Our program bridges the gap between theoretical knowledge and practical application, ensuring that participants are well-equipped to excel in their careers.

WELCOMES



MEET YOUR TEAM

Daniel Carvo

Co-Chair

✉ Daniel.Carvo@fsresidential.com

Daniel Carvo is the Regional Director of High-Rise Operations for FirstService Residential in Los Angeles. With extensive experience in the community management industry and a distinguished background as a veteran of the United States Navy, Daniel brings a unique blend of discipline, leadership, and strategic insight to his role. His dedication to excellence is exemplified by his achievement of the prestigious Professional Community Association Manager (PCAM) designation. Daniel is passionate about educating both managers and board members, sharing his knowledge to raise industry standards and foster stronger, more effective leadership. He is known for creating customized solutions that meet the specific needs of his clients, continuously driving service excellence and operational efficiency across high-rise communities in Los Angeles.



Lina Kawaguchi

Co-Chair

✉ Lkawaguchi@powerstonepm.com

Lina Kawaguchi, CMCA, AMS, PCAM, began her career in the community management industry as a receptionist in the Bay Area. Through hard work and dedication, she advanced to become a community manager and is currently serving as a General Manager in Long Beach, CA. Lina is deeply passionate about education for both owners and managers, and she thrives on building connections that foster growth and collaboration within communities.



GOALS AND OBJECTIVES

Facilitate Professional Growth

Objective: Provide participants with the tools, resources, and mentorship necessary to successfully achieve their CAI credentials.

Goal: Enhance the professional capabilities of community association managers, fostering a new generation of leaders in the industry.

Foster Mentorship and Networking

Objective: Connect participants with experienced mentors who can offer guidance, advice, and support throughout their credentialing journey.

Goal: Cultivate a strong network of professionals committed to sharing knowledge and promoting excellence within the community association management field.

Promote Best Practices and Standards

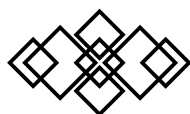
Objective: Ensure that participants are not only prepared for credentialing exams but also understand and adhere to the highest standards of ethics and best practices in community management.

Goal: Contribute to the elevation of industry standards through well-trained and credentialed managers who exemplify professionalism.

Increase Credentialing Success Rates

Objective: Provide structured support that addresses common challenges and obstacles faced by those pursuing CAI credentials.

Goal: Improve the overall success rate of participants achieving their credentials, leading to a more qualified and skilled workforce in the community association management industry.



ROLE OF A MENTOR

Mentors in the CAI GLAC "Coaching to Credentials" program play a crucial role in the professional development of aspiring community association managers. Their involvement is pivotal in guiding participants through the process of earning their credentials. Below is an outline of the key responsibilities and expectations for mentors in the program:

Guidance and Support

Provide Direction: Offer advice on the best strategies for studying, preparing for exams, and completing necessary coursework.

Encourage Confidence: Boost participants' self-confidence by acknowledging their progress and helping them overcome challenges.

Knowledge Sharing

Industry Insights: Share relevant experiences, best practices, and industry knowledge that can help participants better understand the field.

Practical Application: Assist participants in applying theoretical concepts to real-world scenarios, enhancing their practical understanding.

Goal Setting and Accountability

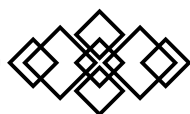
Set Milestones: Work with participants to establish realistic goals and timelines for achieving their credentials.

Monitor Progress: Regularly check in on participants' progress and help them stay accountable to their commitments.

Networking and Professional Development

Introduce Connections: Facilitate networking opportunities by introducing participants to other professionals in the field.

Career Guidance: Offer advice on career advancement, professional growth, and navigating the community association management industry.



ROLE OF A MENTOR

Continued...

Emotional and Moral Support

Provide Encouragement: Offer encouragement during stressful periods, such as exam preparation or when facing professional challenges.

Be a Role Model: Exemplify the standards of professionalism, ethics, and commitment that participants should aspire to.

Resource Provision

Recommend Resources: Suggest study materials, industry publications, and other resources that can aid participants in their learning.

Access to Tools: Help participants gain access to relevant tools, software, or platforms that are beneficial for their credentialing process.

Feedback and Reflection

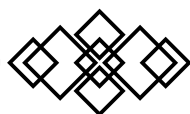
Offer Constructive Feedback: Provide honest, constructive feedback on participants' work, study habits, and professional conduct.

Facilitate Reflection: Encourage participants to reflect on their experiences, learn from mistakes, and continuously improve.

Long-term Relationship Building

Build Lasting Relationships: Aim to establish a long-term mentoring relationship that continues beyond the credentialing process, fostering ongoing professional development.

Be a Lifelong Mentor: Remain a resource for participants as they advance in their careers, offering guidance whenever needed.



RECOMMENDED CHECK-INS & MEETING STRUCTURE

Initial Meeting

- Introduction: Get to know each other personally and professionally.
- Discuss Goals: Understand the mentee's goals and create an action plan.
- Set Expectations: Clarify roles, responsibilities, and meeting frequency.

Monthly Check-Ins

- Review Progress: Discuss the mentee's progress towards their goals.
- Address Challenges: Identify any challenges the mentee is facing and provide guidance.
- Adjust Goals: Reassess and adjust goals if necessary.

Quarterly Review

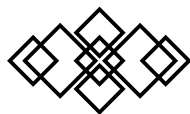
- Deep Dive into Progress: Conduct a more detailed review of the mentee's progress.
- Professional Development: Discuss opportunities for further professional development.
- Feedback Session: Provide in-depth feedback and discuss any additional support needed.

Final Meeting

- Reflect on Journey: Review the entire mentoring experience.
- Celebrate Achievements: Recognize and celebrate the mentee's achievements.

Discuss Next Steps

Plan for the mentee's next steps after the program, whether continuing education, pursuing new credentials, or career advancements.



ADDITIONAL RESOURCES

Our goal is to provide you with the autonomy to tailor your mentoring approach to best meet the needs of your mentees. Whether you prefer to follow a structured plan or take a more creative approach, we support your efforts in ensuring that each participant receives the guidance and tools necessary to achieve their credentials.

If you have any questions or need further assistance in accessing or creating resources, please do not hesitate to reach out. Your commitment to the professional growth of our participants is deeply appreciated.

Templates & Worksheets

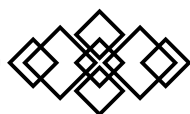
- Goal-setting worksheets
- Progress tracking templates
- Feedback forms

Recommended Reading

- Articles or books on effective mentoring
- Industry-specific guides for credentials and career advancement

Networking Opportunities

- Information on industry events, webinars, or groups that might benefit the mentee.





Goal Setting Worksheet

Coaching to Credentials- Mentors to use this form for their Mentees.

Mentor
Name

Email

Phone

Mentee
Name

Email

Phone

What are your mentee's current short or long term education goals?

1.

4.

2.

5.

3.

6.

What credentials or certifications do you need to achieve your goals?

1.

4.

2.

5.

3.

6.

What resources or tools do you need to support you in achieving your goals?

1.

4.

2.

5.

3.

6.



Your willingness to volunteer your time, energy, and expertise is deeply appreciated. Without mentors like you, the "Coaching to Credentials" program would not be possible. You are not just helping participants earn credentials; you are shaping the future of community association management by nurturing the next generation of leaders. Thank you once again for your dedication and for making a meaningful difference in the lives of your mentees.

Thank you!
