

FEBRUARY 2025 ALL CHAPTERS

SAFETY, SECURITY AND COMMUNICATION TRAINING



**HOA LEADERSHIP
NETWORK**
By Board Leaders. For Board Leaders.



Bob Penney's Bio

- 32 years as a Licensed Police Officer
- Retired in July 2016 from the Champlin Police Department as Sergeant of Investigations
- Police Instructor with the Law Enforcement Training Center for 43 years
- Instructs Defensive Tactics and In-Progress Crimes
- Created Copper Penney Training in October 2016



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Introduction

- **Today I want to discuss the following topics**
 - Communication Techniques
 - Active listening skills
 - Developing relationships with members
 - Safety and Security Suggestions
 - Mental Imaging
 - H.O.A. meeting threat assessments and preparations



Active Listening Skills

- **Active Listening Skills**
 - Attending Skills
 - Following Skills
 - Reflective Skills
- **Attending Skills- Whole Body**
 - Posture of involvement
 - Appropriate body motion (3-4 feet away-If safe to do so)
 - Eye contact
 - Non-distracting environment



Active Listening Skills

Continued

- **Following Skills**

- Door openers (Greeting)
- Minimal encourages (Minor interruptions showing you are still interested)
- Infrequent Questions
- Attentive Silence

- **Reflective Skills**

- Paraphrasing
- Reflective Feelings (Emotions the speaker is relaying)
- Reflective Meanings (tying feelings to the spoken content)
- Summative Reflections (Brief restatement of main theme)



Body Language

- Some say 93% others 65% percent of communication is body language
- Even if verbally quiet, YOU'RE EXPRESSING A MESSAGE VIA BODY LANGUAGE
- **Three Areas of Body Language**
 - Facial Expressions
 - Body Posture & Movements
 - Gestures & Actions



Relationships With HOA Residents

- Develop relationships with your residents
- Make contacts with members in person about issues/concerns
- If contact can't be in person over issues, make contact by phone
- When dealing with members over issues use active listening skills
- Remember when dealing with issues, compromise is an effective tool
- Discuss options on how to resolve the issue/concern



Situational De-escalation Suggestions

- Take deep breaths
- Stay mentally & physically calm (Even if inside you are scared)
- Maintain the appropriate physical distance or more
- Don't allow yourself to argue
- Use active listening skills
- Allow the person to tell you their issue/concern





Situational De-escalation Suggestions

- If the person is getting upset or yelling, Tell them you want to listen to them but you can't understand them if they are yelling
- After the person is done telling you the issue, Paraphrase their concern
- Tell them you will address this issue at the next board meeting and will contact them
- If the person becomes irate or physical back away and call 911



Meeting De-escalation Techniques

- Identify Concerns/Issues that may be brought up
- Speak to other board members about all the issues
- Expect and allow residents to present their issues/concerns
- Use active listening skills; Listen to concerns without being defensive
- Understand the difference between Verbal Aggressiveness & Physical Violence
- If concerned about any resident's behavior, conduct meeting virtually





Meeting De-escalation Techniques

- After listening to resident(s), respond using some of these suggestions:
 - Ask what the resident would like you to do
 - Thank them for allowing you the opportunity to address this issue
 - Explain what decisions were made, and why
 - Never make excuses, only explanations



Mental Imaging

- Create a situation in your mind
- Mentally Image how the situation unfolds
- Mentally Image how you will react- EXAMPLES
- Mentally Image executing your plan
- Mentally Image your successful conclusion
- After you have completed Mentally Imaging this once, Repeat the exercise with a different set of circumstances
- You must ALWAYS win





Mental Imaging Example

- You're walking in your neighborhood
- An upset member of your H.O.A. approaches you
- As the member walks up he states he is upset about a violation notice he received
- The member is starting to yell at you about this issue
- The member does not come at you and stays verbal the entire time
- **After you have completed Mental Imaging and resolving this issue, change some of the situation and resolve it again**
- Continue to create this situation with different circumstances four to five times, always resolving and winning the confrontation



Mental Imaging Example

- You are part of an HOA meeting
- There are several members in the crowd becoming very vocal
- The crowd is becoming riled up as a result of the member(s)
- Several members are threatening physical assaults
- Several people have attempted to get onto the stage area that you're on.





REMEMBER YOUR BEST TOOL IS THE USE OF
PROPER COMMUNICATION.

WHEN YOU CAN APPROPRIATELY RESOLVE A SITUATION
WITH THE PERSON YOU ARE DEALING WITH AGREEING TO
DO WHAT YOU HAVE ASKED ...

YOU WON

*Thank you for your
time. Copper
Penney Training
offers full training
sessions in the
areas we spoke
about today and
many others.*

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