

# **East Pasco Resident Owned Communities, Inc. [EPROC]**

**December 11, 2015**

## **Minutes**

The meeting was called to order at 9:06 a.m. Director Bob Thiel led the invocation and pledge. Linda read the call and read the minutes of our November meeting, which were approved as presented. No treasurer's report was available.

There followed a most interesting and informative presentation by Betsy Barbieux, an expert Community Association Manager (CAM) instructor and published author, entitled "Dealing with Difficult People." Ms. Barbieux presented a detailed analysis of various personality types we sometimes encounter in our dealings with board members and residents of our communities, and offered some excellent suggestions on ways to handle some difficult situations. With her permission, a copy of Miss Betsy's presentation materials is available on the EPROC website ([eastpascoroc.org](http://eastpascoroc.org).)

Our web manager, Jana Klingbiel, gave a brief explanation of and instructions for using our new MailChimp software, which allows you to sign up to receive email meeting announcements and other information. It's a very simple procedure which will insure that you are added to our mailing list. Fill out the form that pops up and you're all set. Our next meeting is scheduled for Friday, January 8, 2016 at Emerald Pointe, 39602 Ametheyst Way, Zephyrhills 33540, with attorney Scott Gordon as presenter.

There being no further business, the meeting was adjourned at 10:58 a.m.

Respectfully submitted

Linda J. LaFayette, Secretary