

July 10-13, 2018 (Bismarck & Fargo)

➤ **Exceeding Expectations in the Transaction – Professionalism**

- **Tuesday, July 10, 2018 - Bismarck & Thursday, July 12, 2018 - Fargo**
(3 hrs. ND CE Approved CENOV19-097 - 3 hrs. MN Pending)
 - *Why is the real estate industry studying professionalism?*
 - *What are consumers saying about their experiences with agents?*
 - *Learn what NAR research shows regarding consumer expectations*
 - *How do other agents perceive a lack of professionalism?*
 - *Whose role is it to educate agents? The consumer?*
 - *How has technology impacted changes in the real estate industry?*

➤ **Whose Commission Is It Anyway – Understanding Procuring Cause**

- **Wednesday, July 11, 2018 – Bismarck & Friday, July 13, 2018 - Fargo**
(3 hrs. ND CE Approved CENOV19-096 - 3 hrs. MN CE Approved #1023297)
 - *Learn what is and what is not procuring cause*
 - *Learn how to identify the requirements of arbitration*
 - *Learn how to use existing contracts as documentation*
 - *Understand the unique situations in procuring cause*
 - *Learn how to determine arbitration awards and policy for hearings*
 - *Apply what you learn in group analysis and discussion*



Marcie Roggow
ABR/M, CCIM,
CRB, CRS, DREI,
GRI, SRS

Marcie Roggow, ABR, CCIM, CRB, CRS, GRI, DREI, CDEI is a familiar face to North Dakota REALTORS®. Forever, it seems, a REGION 8 REALTOR®...Marcie now lives in Naples, FL, and is a REALTOR® with Olde Naples Real Estate, as well as a national speaker/trainer. Marcie will be speaking at this year's ND/SD Convention in Minot. Marcie's passion in the last 30 years of training has always been in the 'legal, ethical and professionalism' realm. She is the author of the Orlando Association of REALTORS® Gold Key Certification Program on Professionalism and now has created this program for NDAR. A lifelong REALTOR® since 1973, Marcie has seen the great, the good and the bad in the industry, especially evident now, with technology taking over the client-centric transaction...which of course leads to disputes on things like "Who is the Procuring Cause" of the sale? Come join in and share your wisdom on what is needed to increase professionalism and learn how to protect your commission!

- Courses are for all real estate Brokers and Salespersons
- Every ND licensee (except those that are exempt or licensed within the last year) will need 9 hours continuing education (CE) from November 16, 2017 thru November 15, 2018.
- *For 2018, three of the 9 hours of continuing education (CE) must be in a mandatory topic of Agency and will have a CE approval course number with MAN on it.*

