



CERTIFIED  
RISK MANAGEMENT  
SPECIALIST

All signs point to success!



ARIZONA'S RISK MANAGEMENT PROGRAM

# AGENCY, EMPLOYMENT & THE STANDARD OF CARE

## WHY ATTEND

This course addresses risk management topics and issues related to agency, employment and the standard of care. Many disputes arise as a result of the parties' failure to understand the terms of employment agreements and what constitutes an appropriate standard of care agency relationship. This course is designed to help brokers and agents reduce their risks related to agency and employment agreements in Arizona.

## Upon completion of this course, you will be able to:

- Describe what constitutes the standard of care required in Arizona.
- Implement strategies to avoid risks related to failing to adequately perform the duties required in an agency relationship.
- Explain how a commission is and is not earned under a listing agreement, as interpreted by Arizona courts.
- Reduce risks associated with commission disputes under co-brokerage agreements.

## WHY THESE INSTRUCTORS?

Rick Mack is the lead attorney with AAR's legal hotline program and the founding member of *Mack Watson & Stratman*. Frank Dickens has been a licensed REALTOR in Arizona for over 34 years. Frank's teaching is dedicated to risk and business management. The attorney and practitioner instructor team connects the Information with the street practice leaving you with a thorough understanding of areas of risk and what you can do to minimize your risk.

## Safeguard Your Business

To learn more about the rCRMS certification, visit <http://www.aaronline.com/increase-knowledge/certified-risk-management-specialist-rcrms/>

To learn more about the GRI designation, visit: [www.azgri.com](http://www.azgri.com)

**GIVE CLIENTS THE UTMOST PROTECTION DURING THEIR TRANSACTION...EARN THE RCRMS CERTIFICATION.**

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Registration: [www.aaronline.com/event/e/EAS91914](http://www.aaronline.com/event/e/EAS91914)



### DATE

September 19, 2014  
9:00 a.m. – 4:15 p.m.

### LOCATION

Northern Arizona  
Association of REALTORS®  
1515 E. Cedar Avenue, #C3  
Flagstaff

### PRICE

\$79 (thru Sept 12)  
\$89 (at-door)  
(Lunch included)

### INSTRUCTORS

Frank Dickens and  
Rick Mack

### C/E

3-agency/3-commissioners  
standards

