



ORANGE COUNTY REGIONAL
CHAPTER
community
ASSOCIATIONS INSTITUTE

Bringing Bright Ideas to the Neighborhood





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WEST**

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Can you Tell Me How to Get to Mindful Street?



Melissa Ramsey
CMCA, AMS, LSM, PCAM
Mosaic Community Consulting
2025 CAI President



Controlling

Negative

World of 'Karen's'

Pore Communicators

Dictatorships



Harmonious

United

Clear Communication

Neighborly

Open Democracy



“Emotional intelligence is the ‘something’ in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results.”

Travis Bradberry & Jean Greaves

Oscar

- **Aggressive**
- **Confrontational**
- **Selfish**
- **Impulsive**
- **Critical**
- **Hard to Please**
- **Perfectionistic**

Elmo

- **Ambitious**
- **Enthusiastic**
- **Charming**
- **Consistent**
- **Good Listener**
- **Careful**
- **Meticulous**

EMOTIONAL INTELLIGENCE

**Mixed model by
Daniel Goleman**



Self Awareness



Self Regulation



Motivation



Empathy



Social Skill

Step 1 – Self Awareness

Ability to know one's emotions, strengths, weaknesses, drives, values and goals

Ability to recognize impact on others

Step 2 – Self Regulation

**Controlling or redirecting
one's disruptive
emotions and impulses**

**Adapting to changing
circumstances**

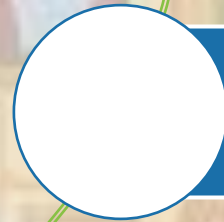
3 M's for Self Regulation



Music



Movement



Mindfulness

MUSIC



**65% REDUCTION IN
STRESS LEVELS**



**UP TO 9% INCREASE IN
DOPAMINE**



**67% OF PEOPLE USE
MUSIC FOR EMOTIONAL
REGULATION**

MOVEMENT

20–30% reduction in symptoms of depression and anxiety



Endorphin levels can increase by up to 50%



90% of people report improved mood immediately after exercise

MINDFULNESS

It's about being aware of your thoughts, feelings, and surroundings as they are, rather than getting caught up in the past or future.

**38% reduction in
emotional
reactivity**

**58% improvement
in anxiety
symptoms**

**31% decrease in
depressive
symptoms**

Step 3 – Motivation

**Awareness to what
drives passion to work**

**Desire to pursue goals
with energy and
persistence**

Finding Motivation



SET GOALS



ESTABLISH
ROUTINES



ELIMINATE
DISTRACTIONS



TAKE BREAKS



REWARD
YOURSELF



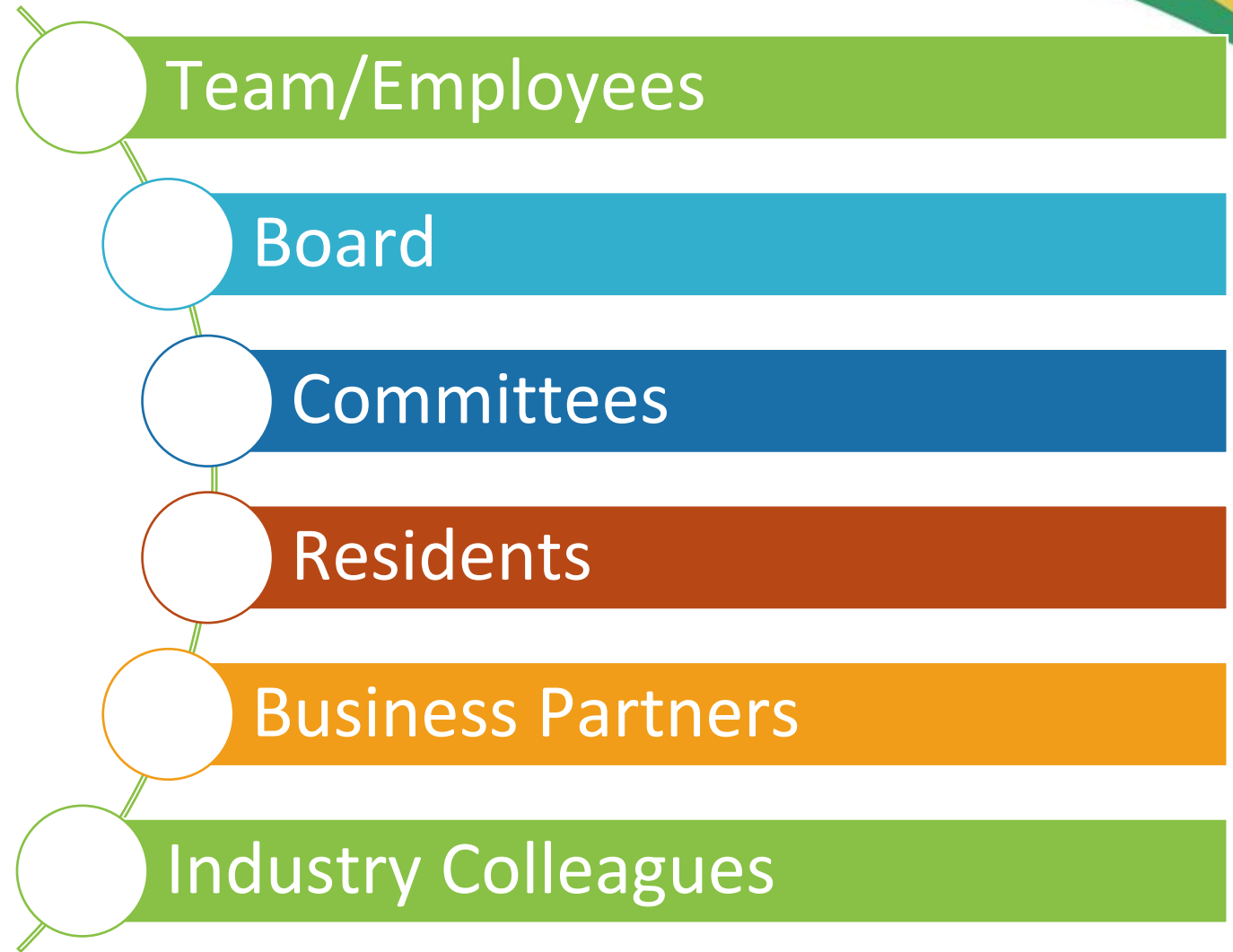
EMBRACE PEER
INFLUENCE

Step 4 – Empathy

**Ability to understand
the emotional makeup
of other people**

**Treating people
according to their
emotional reactions**

Key Members



Step 5 – Social Skill

**Managing relationships
and building networks**

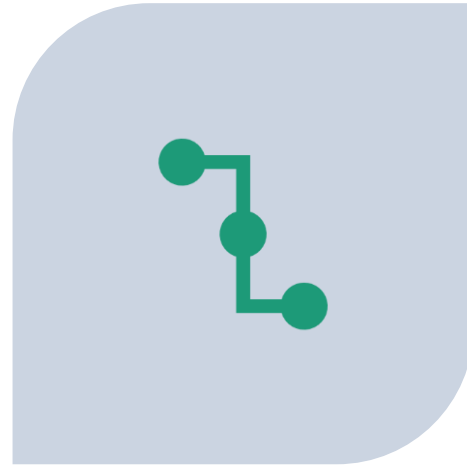
**Ability to find common
ground and build
rapport**

SOCIAL COMPONENTS



NETWORKING

People You Know



CONNECTING

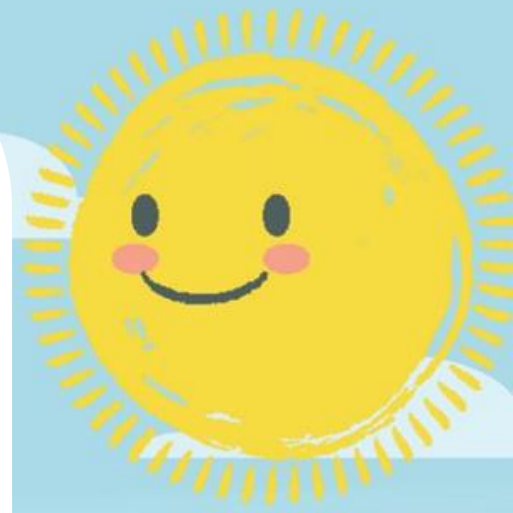
Know about the Person

CONNECT WITH COMMUNICATION

- **Builds trust and credibility** – Clear, timely updates show reliability, prevent misunderstandings, and strengthen mutual respect.
- **Prevents small issues from becoming big problems** – Sharing information early allows for quick adjustments and collaborative problem-solving.
- **Fosters stronger relationships** – Consistent communication demonstrates care, keeps connections active, and encourages open dialogue.



By harnessing the knowledge and power of emotional intelligence, we don't just manage a community association — we lead it with empathy, clarity, and purpose. When we communicate proactively, understand perspectives, and respond with intention, we create a culture of trust, collaboration, and respect. And in that environment, both our community and the people within it can truly thrive.





THANK YOU