Organizational Improvement Master Class

Zoom Meeting Summary | September 18, 2026
Organizer: Brandy Clark

Quick Recap

Brandy led a master class on organizational skills for property management staff, covering priority-based time management, the importance of responding to Zoom meeting invites, and the use of technology tools such as AI assistants and email folders to stay organized in a busy apartment-office environment. The session emphasized five core organizational skills: time management, goal setting, prioritizing, communication, and delegation. Brandy also shared personal strategies including the 360-degree workspace method and daily workspace clearing. Participants discussed planners, priority lists, digital calendars, and other organizational tools. Brandy recommended "The New One-Minute Manager" by Ken Blanchard for additional reading on prioritization and management techniques.

Key Discussion Topics

Organizational Skills for Property Management

The discussion focused on prioritization and quality over multitasking. Brandy described creating daily priority lists and using technology to manage the many responsibilities common in property management. Participants shared their own methods, including daily lists, planners, and separating priority tasks from non-priority tasks.

Organizational Strategies and Workflows

Strategies included setting short- and long-term goals, maintaining a 360-degree organized workspace, and clearing the workspace at the end of each day. The group also discussed stress-management approaches, including breathing techniques and meditation, and the benefits of maintaining a tidy work environment.

Email Organization

Brandy emphasized using folders to manage and prioritize email. She described organizing messages into categories such as marketing, vendors, and meeting notes so information can be retrieved easily over time while keeping the inbox uncluttered.

Work Calendars and Prioritization

Work calendars were recommended for tracking priorities, follow-ups, and deadlines. The discussion also covered prioritizing tasks by urgency and importance, delegating when appropriate, and collaborating with team members.

Communication, Time Management, and AI

Brandy stressed prompt responses to Zoom meeting invitations and emails as a matter of respecting colleagues' time. She recommended daily to-do lists, time blocking, sharing priority lists with teammates, and using AI tools such as Claude, ChatGPT, and Copilot to support organization, drafting, and time management.

Next Steps / Action Items

Owner	Action
Brandy	Send attendees the video links and additional organizational-skills resources in a follow-up email.
All attendees	Create a desktop folder for organizational skills and tips, and save the handout and video links there.

Owner	Action
All attendees	Begin using a work calendar, digital or physical, to organize daily, weekly, and monthly tasks and priorities.
All attendees	Respond promptly to Zoom meeting invitations by accepting, declining, or suggesting a new time.
All attendees	Try AI tools such as Claude, ChatGPT, or Copilot for organizing tasks, drafting emails, and managing time.
Managers	Implement a short daily team huddle to share and align on daily priorities.
All attendees	Consider reading "The New One Minute Manager" by Ken Blanchard.
All attendees	Attend the next in-person leasing meeting at Maplewood on October 14, featuring an Apartments.com presentation on AI changes in digital prospect searching.

Attendees

Zoom listed Brandy Clark as organizer and included Nayary Salmeron - Ashley Apartments, Lisanel Rodriguez, Luisanni Batista - Steward Tower, R Soriano - Brookville Townhomes, Alexis Mosley, Luis Cabrera, Vickie, Brenda APM, Thomas Jones - Carriage Park, Eboni Walton, Tyler Haith, Katelyn Huaicochea - MWV, Andres, Renee Rivera / Metropolitan, Kassandra Davis, Clermont Apts, Meaghan Pacious, Nicole, LeasingConsultant3, and 16 others.

Source Note

Prepared from Zoom's AI-generated meeting assets. Zoom notes that AI-generated summaries can contain mistakes and should be reviewed for accuracy. This document preserves the substance and organization of the Zoom-provided recap, summary, and action items while presenting them in a cleaner format.