



MIAMI
5-9 OCTOBER 2014

John T. Riordan School for Retail Real Estate Professionals

Management Institute

*Executive Education
for Leaders in
Shopping Center Management*



#RiordanSchool
www.icsc.org/JTRMiami

MEMBERS: Register early & save up to \$800

Management Institute

5-9 OCTOBER 2014
TURNBERRY ISLE MIAMI
AVENTURA, FL

Top-notch faculty and comprehensive curriculum.

The John T. Riordan School for Retail Real Estate Professionals, through its cutting-edge Institutes and world class faculty, offers a week of rigorous study. Attendees will deepen their knowledge of retail property and shopping centers, learn from experts, share ideas and identify successful strategies alongside colleagues from around the world. The program is designed to ensure that participants can master the fundamental concepts required to manage a shopping center or retail space efficiently while building knowledge of best practices that every successful manager should know. Participants are provided with powerful tools, and information that can be applied immediately upon returning to work.

Why attend the Riordan School?

Ask anyone. The John T. Riordan School for Retail Real Estate Professionals is an unforgettable experience. After several intensive days, you'll gain a firm grasp of the terminology, applications and fundamentals you need to step forward and take charge of your career, and you will build lifelong business relationships.

Compare the content. Compare the course material with that offered by any other training provider. We think you'll agree that this program is thorough, uniquely targeted to your needs, and very competitively priced.

Compare the faculty. ICSC faculty are leading practitioners in the industry and outstanding educators who offer a blend of academic excellence, real-world relevance, and practical application that provide you with powerful tools you can use immediately.

Compare the reputation. ICSC, through education, advocacy and research, offers our members a reputation and a prestige that few can match, including an internationally recognized certificate of training and industry-wide professional credentials.

impact

STEP FORWARD and take charge of your career.

Welcome to Greater Miami, ranked **4th** in retail sales growth at **5.9%** this past year, behind only Dallas 9%, Los Angeles **8.4%** and New York **7.9%**. Here up to **200** students will convene this fall for **244** hours of intensive education to make themselves more marketable and more productive.

CONFIDENCE to conquer the CSM certification process.

Expand your skill set with **141** essential competencies in **9** knowledge domains. Leverage a global network of **7,000** professionals across **55** countries worldwide that enjoy the prestige of being ICSC certified.

PREMIUM TRAINING where, when and how you want it.

Nearly **20,000** industry professionals have been affiliated with the School as students and faculty since its inception in **1960**, marking this program as a leader in the development of global best practices.

INTERNATIONAL RECOGNITION through specialized executive education and credentials.

Founded in **1957**, ICSC is the premier global trade association of the shopping center industry. Its more than **67,000** members in over 100 countries include shopping center owners, developers, managers, marketing specialists, investors, retailers and brokers, as well as academics and public officials.



The world of retail real estate
has evolved. Have you?

Which Institute Is Right for You?

Management Institute | Level I

Level I is designed for individuals with less than three years of industry experience seeking a strong foundation and knowledge base.

1. Shopping Center

Management: The Overview

Understand global perspectives on the role of today's shopping center manager including general management, finance skills, legal knowledge, staff roles and center evaluation.

2. Security Management and Public Safety

Learn about public safety from a security management point of view including hiring and training the right security officer, development and use of a security manual, public relations and physical security.

3. Basics of Leasing and Specialty Leasing

Get all the leasing fundamentals such as common area maintenance, real estate tax, marketing, restrictive clauses, identifying opportunities and other terms and concepts for long and short term occupancy.

4. Construction and Tenant Coordination

Understand the processes of owner and tenant construction including letter of intent, contracts, lease review, design review, reporting requirements, expenditure classification and close-out procedures.

5. Accounting, Budgets and Lease Administration

Develop accounting skills such as development of budgets, real estate taxes, insurance administration, utilities and miscellaneous billings, collections, capital investments and administration of lease provisions.

6. Marketing as a Management Tool

Understand marketing from sales and income generation, budgeting, research, marketing funds structure, market positioning, strategic partnerships, public relations and the structure of the marketing plan.

7. Retailing Basics and Tenant Productivity

Gain a greater understanding of the economics of retail types such as retail site selection, store planning and merchandising of product and fundamentals of retail merchandising, retail math and strategies to increase overall productivity.

8. Retail Site Analysis and Study Tour

Through real life assessment and observation, learn best practices and explore new techniques to meet customer requirements and overcome the unique operational challenges.

9. Operations and Physical Facilities Management

What are the pros and cons of managing a property in-house versus contractors, repair or replace decisions, types of roofs, components of buildings, life expectancy of brick and mortar, maintenance and inspections.

2014 Schedule At-A-Glance

	SUNDAY October 5	MONDAY October 6	TUESDAY October 7	WEDNESDAY October 8	THURSDAY October 9
8:00 am – 8:30 am		Continental Breakfast	Continental Breakfast	Breakfast	Breakfast
8:30 am – 12:00 noon	Registration	Course 3	Course 5	Course 7	Course 9 8:30 – 10:30 am
12:00 noon – 1:30 pm	Keynote Speaker & Opening Remarks	Keynote Speaker & Luncheon	Keynote Speaker & Luncheon	Course 8 <i>Retail Site Analysis and Tour</i>	Keynote Speaker & Graduation 11:00 am – 1:00 pm
1:30 pm – 5:00 pm	Course 1	Course 4	Course 6		
5:30 pm – 7:00 pm	Course 2	Dine Around/ Faculty Dinner	Certification Orientation		
7:30 pm – 9:30 pm	Welcome Reception		Party by The Pool	Free Time	

Management Institute | Level II

Level II builds upon the foundation taught in level I and are designed for individuals with three or more years of industry experience, seeking to achieve a higher level of excellence.

1. Managing the Asset

Focus is on determining and growing value—one of the most important asset management issues—including merchant sales, the merchandising plan, budget review, leasing optimization, marketing fund expenditures, redevelopment and more.

2. Development, Redevelopment and Mixed Use

Learn the processes of working with ownership, development trends, overall development plan, site planning, TIF, sustainable design, construction and operation, redevelopment opportunities, managing community outreach.

3. Shopping Center Finance

Become facile with the foundations of financial statements and systems including value analysis, pro formas, forecasting, financing/refinancing, IRR, net present value, cap rates, NOI, EBITDA, FFO, replacement value, and REITS.

4. Maximizing Asset Value Through Leasing and Merchandising

Discover how leasing and development differ and intersect including various elements of deal making, negotiation basics, selling situations with key process issues, redevelopment issues and development considerations.

5. Strategic Planning and the Business Plan

Learn about the components of the business plan that include executive summary, mission statement, the trade area, development, leasing, property management, marketing, financial and capital plan and corporate social responsibility.

6. Insurance and Risk Management

Comprehend the practical definitions of the risk management process as well as insurance terms, property insurance, liability insurance, workers' compensation, boiler and machinery, employee fidelity, crime coverage and surety.

7. Sustainability and Green Buildings

Understand the key components and principles of green building and sustainable design, understanding LEED requirements, green as defined by retailers, government and environmental groups, IEQ, water and energy efficiency.

8. Retail Site Analysis and Study Tour

Through real life assessment and observation, learn best practices and explore new techniques to meet customer requirements and overcome the unique operational challenges.

9. Advanced Public Relations and Crisis Management

Crisis management planning including types, stakeholders, target audience, merchant relations, tracking and managing the traditional and digital media and post crisis recovery.

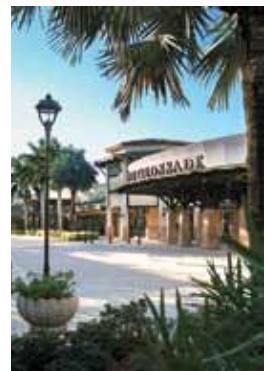
Experiential Learning at Sawgrass Mills

Retail Site Analysis and Study Tour 8 October | 12:30 – 7:00 pm

Sawgrass Mills, a Simon Mills property, is Florida's largest outlet, value retail and entertainment destination, and provides an ultimate shopping experience with more than 350 stores, plus great dining and entertainment options. The Oasis and The Colonnade Outlets enhance the mall's popularity with outdoor dining, entertainment and shopping. Sawgrass Mills boasts over 2,200,000 square feet of GLA

making it the seventh largest mall in the United

States. The mall opened in 1990 and has been expanded four times, most recently in 2013, with anchors including Off 5th, J.C. Penney Outlet, and Super Target.



General Information

Register

Space may be limited. Registration is first-come, first-served. Registration forms sent without payment cannot be processed.

Internet: www.icsc.org/JTRMiami

Fax: +1 732 694 1800

Email: education@icsc.org

Mail: ICSC | P.O. Box 26958, New York, NY 10087-6958
ATTN: JTR Miami

	ICSC MEMBER*	NON-MEMBER
Early-Bird through August 25th	\$1,395	\$1,795
Advance through September 12th	\$1,595	\$1,995
Standard/ On-Site After September 12th	\$1,695	\$2,195

**To qualify for a member fee, each individual registrant must be an ICSC official or affiliate member.*

Group Discount

Learn as a team. ICSC members enjoy a group rate of \$1,345 per person, a discount of 15% off the standard rate, for 5 or more participants who register at the same time from the same organization and the same billing source.

Cancellations

Participants must cancel in writing at education@icsc.org in order to request a refund, less a \$50 processing fee. No refunds will be given for cancellations received after **September 5, 2014**. A company may substitute a registrant at any time without penalty.

Special Needs

If you require special assistance such as mobility, hearing or dietary needs, please contact ICSC Education no less than five weeks prior to the meeting.

Contact Us

ICSC Education

Email: education@icsc.org

Phone: +1 646 728 3822

Hotel

TURNBERRY ISLE MIAMI

19999 West Country Club Drive
Aventura, Florida 33180

Participants are responsible for reserving or cancelling their hotel accommodations. Reservations should be made directly with Marriott reservations using the information below on or before 5:00 PM Eastern on **Friday, September 19**, after which rooms will be available on a space- and rate-available basis.

Online: www.icsc.org/2014IMI (click "Book Hotel")

Telephone: 305 932 6200 or 888 539 7894

Group Code: ICSC – JTR School

Group Rate: \$189 single/double

All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. Any reservations cancelled less than seventy-two (72) hours prior to arrival are subject to deposit forfeiture of one night's room and applicable tax.



Unleash
your inner
hero.

Get Certified!

ICSC Certified Shopping Center Manager

Your CSM designation is within reach! Each 2014 participant earns a non-transferable \$200 credit, good towards their CSM exam. Eligibility conditions apply. Offer expires **December 31, 2015**.

Be sure to add ICSC Professional Certification to your plans while attending the Riordan School. By passing your CSM exam and becoming ICSC Certified, you get the most out of your Riordan School investment. The 100 question computer-based test is administered annually, and confidentially, at your local testing center in March, June or October. While no single resource can be the basis of successful CSM preparation, your courses at the Riordan School form the basis of the management classroom-based study course and are directly aligned with the content areas on the exam. Achieving your certification is the ideal way to demonstrate to yourself, and your employer, that you've mastered the concepts taught at the Riordan School. ICSC Professional Certifications recognize professionalism, raise standards and strengthen industry practices, marking designees as among the very best at what they do.

For more suggested study aids candidates may contact ICSC Certification at certification@icsc.org.



Guest Speakers

Corporate Social Responsibility: What Really Matters?

6 October | 12:00 – 1:30 pm



J. Michael Durnil, PhD
President and CEO
Simon Youth Foundation



Aricia Harrison receives Team SYF shirts for the One America 500 Festival mini-marathon.

New Urbanism and Mixed Use Development

7 October | 12:00 – 1:30 pm



Charles C. Bohl, PhD
Associate Professor
and Director
University of Miami,
Graduate Program
in Real Estate
Development and
Urbanism



Charles Bohl, standing, meets with MRED+U students.

The Riordan Legacy

ICSC honors John T. Riordan's legacy and his commitment to the cause of education and professional development. It was under his stewardship, having served as ICSC president and CEO for 15 years, that the ICSC School grew in both size and stature. Today opportunity for industry practitioners to serve as members of an Institute faculty has become a highly coveted honor and the graduates are widely recognized as the "best of the best" in the retail real estate industry. John Riordan has served on the advisory boards of the MIT Center for Real Estate, the Center for Real Estate of the Wharton School of the University of Pennsylvania and the Business School of Baruch College of the City University of New York. He has served as director

of General Growth Properties and Ivanhoe Cambridge. In 2003, John was elected an ICSC Trustee for life.



John T. Riordan, Past Vice Chairman,
Past President and Chief Executive Officer,
International Council of Shopping Centers

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New York, NY 10020-1099

**BRING THE POWER
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YOUR BUSINESS**
with the Institute
that's right for you!

**View Programs and
Register Today!**

www.icsc.org/JTRMiami

AVAILABLE INSTITUTES:

Management (Level I or II)

Marketing (Level I or II)

Leasing (Level I or II)

Development (Level I)

Specialty Leasing (Level I)

Asset Management (Level I)