

**Title:** During Bill Waltenbaugh's college days, a seemingly ordinary summer job transformed into a journey that steered him down the path of real estate appraisal.

**Description:** Bill Waltenbaugh's response to a rejection letter following a successful job interview is both captivating and inspiring. Rather than succumbing to discouragement, he displays unwavering confidence and a belief in his abilities. In a truly professional manner, Bill crafts a letter to the company, graciously pointing out their oversight in recognizing his potential and extending them the opportunity to reconsider their decision.

This remarkable display of initiative and self-assurance characterizes Bill's approach. Throughout the early stages of his career, he found the office environment to be the perfect blend of fieldwork and desk work. It provided a platform for professional growth through shared experiences, engaging discussions, and a collaborative learning atmosphere among fellow appraisers. Regardless of his location, whether it was Cincinnati, San Diego, or Western New York, Bill wholeheartedly embraced the diverse perspectives that surrounded him. This open mindset fostered a sense of belonging within a community of learners, enriching his overall outlook and shaping his professional journey.

**LinkedIn:** In the pre-Covid era, the office reigned supreme while remote work was a rarity. Sure, remote jobs offer flexibility, but they miss out on the electric buzz of face-to-face interactions. In an office, collaboration flows effortlessly, with team members bouncing ideas, communicating seamlessly, and cracking tough problems together. It's a recipe for camaraderie and stronger working relationships.

For appraiser Bill Waltenbaugh, his job struck the perfect balance between the field and the desk. Breaking the monotony, he explored different locations and soaked in their essence. But it was the bustling office that truly fueled his professional growth. Surrounded by fellow appraisers, they swapped tales of unique properties and tricky situations, fueling each other's knowledge and skills. It was a collaborative haven where iron sharpened iron.

Today, the office vs. remote work debate rages on as the post-Covid workplace evolves. Productivity pundits clash, weighing the merits of each. Yet, for Bill, nothing can replace the cherished camaraderie and soul-nourishing fulfillment found in the office. He cherishes the camaraderie and fulfillment he experienced in the office, regardless of workload fluctuations.

#### **Newsletter:**

In life, it often seems that the paths we envision for ourselves are not necessarily the ones we end up following. Such was the case for Bill Waltenbaugh. In my latest podcast, we delved deeper into the lessons he learned.

**The Value of Teaching:** Throughout his journey, everyone seemed to think Bill should become a teacher. It was a constant refrain, urging him to pursue a career in education. Funny enough, when he initially started college at Anderson University, he intended to become an athletic trainer. Bill was passionate about it and even had the chance to work with the Colts during their training camp. The head trainer had connections with the Chicago Bears as well. He thought he found his calling. However, in his second year, they insisted that he also obtain a teaching degree. He was taken aback. Teaching? It wasn't what Bill envisioned. He wanted to forge his path. He changed his major to business management, which along with a chance meeting kick-started his career in the industry.

Ironically, despite his best efforts to avoid the teaching realm, Bill discovered that being a chief appraiser entails a significant teaching component. It's about sharing knowledge and helping others understand the processes. When changes occur or new information arises, Bill realizes the value of disseminating that knowledge to appraisers who are diligently working on their appraisals. They may not always be aware of the latest developments. In such cases, he consolidates the relevant information and ensures everyone is up to speed.

**Understanding all sides of a process:** A valuable recommendation from Bill is for all appraisers to gain experience as a reviewer for either a lender or an appraisal management company. It may not be as prevalent nowadays, but in the past, appraisal reports had distinct regional styles and nuances. As a seasoned reviewer, Bill could often identify the origin of a report based on its writing style alone. He is not implying that one region's approach is superior to another. As a chief appraiser, his role involves scrutinizing numerous reports and encountering diverse theories and perspectives on how things should be done, exposing Bill to concepts he hadn't even considered before.

Bill recalled an incident when an appraiser called in distress, complaining about a reviewer who asked for something that was already documented in the report. He pointed out that mistakes happen, and reviewers might still request clarification even if the details are already provided. It was a moment of realization for the appraiser, and it highlighted the importance of understanding both sides of the process.

**Embracing Innovation:** In his current role, Bill primarily focuses on the valuation aspect of the appraisal process within a large national appraisal firm. The firm has a unique approach to field inspection services, where they employ W-2 field inspectors across the entire nation. These inspectors gather property information on behalf of the appraisers, who then analyze and evaluate the data from their desks. The firm aims to bridge the gap between the field inspectors' existing knowledge and the specific requirements set by regulatory agencies. This transition allows them to efficiently handle both the inspection and appraisal components of their services.

This approach brings together decades of experience in property reports and combines it with technological advancements. The firm's expertise in various property types, including those with high stakes and potential financial risks, adds a level of precision to their valuation process. Appraisers can have confidence knowing that the field data collectors are not random

individuals but fellow employees who undergo background checks and have a vested interest in maintaining quality standards.

For both me and Bill, it is truly captivating to observe the diverse approaches employed in the industry, reflecting its constant evolution and adaptability. The concept of "Crossing the Chasm," as expounded upon by Geoffrey Moore in his book, comes to mind, demonstrating how advancements and refined practices from one field can effectively be transferred to another. As this innovative model gains momentum, it holds the potential to open new avenues for future advancements and progress within the industry.

**Title:** Step into the thrilling world of Mark Walser's appraisal career, where the spark of his journey ignited during the electrifying Dot Com revolution.

**Description:** Join us on this captivating episode of PahRooZings: The Power of Values as we delve into the remarkable journey of Mark Walser, filled with valuable lessons and insights. His journey is a testament to the incredible impact that can be made when values, learning, technology, and genuine connections converge.

It's crucial to address both the concerns of our appraisers and the genuine fears of lenders, according to Mark. There's a valid underlying issue at play, and that's essentially what sales are all about. It involves effectively navigating between the interests and positions of different parties, seeking a mutually beneficial outcome wherever possible—a true win-win situation. Tune in to this captivating episode and be inspired by the profound insights he shares.

**LinkedIn:** Have you ever explored online dating sites? It's not as simple as stating your gender and preference, right? Imagine having 50,000 potential matches of each gender. How do you narrow it down to find those few individuals who could be the perfect fit for you? The answer lies in asking more questions. You find yourself immersed in a sea of inquiries about your personality, interests, location, and more. It can be a lengthy process, involving dozens, if not hundreds, of questions. But there's a reason behind it, people are willing to go through this extensive questioning for one reason: love and companionship.

That's where technology comes in. Our latest guest, Mark Walser, was part of an early startup site: [freeforlunch.com](http://freeforlunch.com). It was based on an algorithm that asked eight specific questions. These weren't your typical questions, mind you. One example was a scenario: you're in a movie theater, and suddenly a fire breaks out. How would you react? Do you quietly leave? Do you inform someone nearby before leaving? Do you stand up and shout "fire" to alert everyone? Or do you panic and run out in fear? By answering these unconventional questions and a few others, an accurate psychographic profile of who you are was created.

Unfortunately, they were a few years ahead of their time. As they sought to scale the operation, most investors couldn't grasp the concept. They couldn't fathom why people would want to meet strangers. Nobody believed it would work. But lo and behold, five years later, a student at Harvard created a website that did exactly that. You might have heard of it—Facebook. The rest is history.

**Newsletter:** I deeply appreciate Mark's commitment to becoming an exceptional teacher, which stems from his dedication to being a lifelong learner. Moreover, he goes above and beyond by imparting his knowledge to children, thereby extending his impact. While many individuals tend to merely react or respond to what is immediately presented to them, Mark emphasizes a more

profound approach. He emphasized the importance of actively listening, delving deeper to understand the underlying reasoning behind someone's stance.

He left me with three takeaways:

1. Forward Thinking
2. Active Listening
3. Exploring Different Cultures

Are we considering where we want to be in the future? This type of foresight remains relevant even now, particularly when we examine the real estate industry. Just think about the impact of Zillow. When it first emerged, it sent shockwaves throughout the market. And now, almost every real estate company has developed its own Zillow-like platform. Always keeping an eye on the next steps is vital. We cannot afford to be stagnant, solely focused on our profession.

Mark shared a different example. He couldn't just confine himself to the notion that appraisals would always remain the same or that people would continue entering houses in the same manner. It's crucial to embrace a mindset that encompasses planning for future scenarios. This means being open to new possibilities and not closing ourselves off to potential avenues. For instance, even though he chose a path centered around virtual inspections and appraisals, it doesn't mean he overlooks the hybrid approach. It's about continuously assessing our business and asking ourselves if our current methods are the only answers or if we should explore alternative solutions. Adaptability and forward-thinking are the keys to navigating the ever-changing landscape successfully.

Mark's emphasis on hosting Relationship Reviews is both refreshing and inspiring. In a world where genuine listening is often overshadowed by self-centered agendas, Mark's dedication to truly hearing and appreciating clients and prospects stands out. This approach not only fosters deeper connections but also provides individuals with the invaluable experience of feeling understood and valued.

A masterful example of the transformative power of listening unfolds as Mark shares his wisdom on discerning the interests behind a person's position. While most individuals merely hear what is presented on the surface and react accordingly, Mark encourages us to go deeper. By actively listening for the underlying reasoning and motivations, we unlock a world of comprehension, transcending mere consideration.

Mark shared an anecdote revealing a surprising cultural experience during a meeting with NTT Docomo, a prominent Japanese wireless carrier. Initially, the behavior of a senior executive, who appeared to be dozing off, left him confused and perplexed. However, it turned out that the executive was listening attentively, demonstrating a cultural norm of active listening in Japan. This incident highlights the importance of understanding and respecting cultural differences in interactions.

This lesson extends to appraisers working in diverse areas such as Los Angeles, where cultural populations vary. Different cultures have distinct norms and gestures, and what may be acceptable to one group can be offensive to another. While it may not be necessary to learn every language, having a basic understanding of customs and cues can go a long way in bridging cultural gaps and facilitating smoother interactions.

In conclusion, Mark Walser's insights and experiences offer valuable lessons for personal and professional growth. His commitment to being a lifelong learner and a great teacher underscores the importance of continuous development. By emphasizing forward thinking, active listening, and exploring different cultures, Mark encourages us to break free from conventional limitations and embrace new possibilities. By integrating these principles into our lives and professional practices, we can navigate the evolving landscape with adaptability, empathy, and a commitment to continual improvement.

**Title:** The inception of Tony Pistilli's extensive and diverse career as a real estate appraiser can be traced back to a case of beer.

**Description:** Season 2 commences by delving into Tony Pistilli's remarkable odyssey, spanning years, from fortuitous encounters to the establishment of not just one, but three successful Appraisal Management Companies (AMCs). Initially armed with a modest Polaroid camera and carbon paper, Tony has evolved to embrace the forefront of AI technology in the real estate sector. Witnessing Tony's journey is not only captivating but also inspiring, as his unwavering determination and unique perspective illustrate that those who persist in the face of failure are the ones who ultimately achieve success.

**LinkedIn:** In an office, it's quite common to hear the F word being thrown around. But fear not, we're a family-friendly podcast, so it's not the F word you're thinking of! Instead, let's emphasize a different set of F words that can transform the way we view work and employment. Let's toss out the frustrating, fickle, faceless, and formal conversations that often plague our daily interactions. Instead, let's focus on a new set of F words: Focus, Fun, Flexibility, and Freedom.

Imagine a world where you can zero in on the activities you excel at and delegate the rest. Picture yourself having a blast while creatively solving dilemmas. Envision the flexibility to prioritize your family and be there for them when they need you most. And, finally, picture the freedom to choose the clients you genuinely enjoy working with, who appreciate your unique skills and talents.

Now, doesn't that sound like a recipe for a more enjoyable daily commute? Let's banish the old notions and embrace a new way of approaching our professional journeys. Listen to the story of Tony Pistilli...

### **Newsletter:**

My conversation with Tony Pistilli was not only enlightening but also one of the most interesting and informative podcasts I've had the pleasure of hosting. Tony's insights span a wide spectrum of topics, offering a comprehensive exploration of his journey and valuable takeaways. Here are three key points I took from our conversation:

**The power of persistence:** Tony's remarkable track record demonstrates that success often begins where others give up in failure. His achievements in starting and growing multiple Appraisal Management Companies (AMCs) highlight the impact of determination and resilience.

His outlook resonates deeply, particularly when reflecting on personal career journeys. Tony's achievements in a relatively short span of time surpass what many may never accomplish throughout their entire careers. The power of persistence, as exemplified by his story, serves as a powerful reminder of the incredible impact that determination can have

**Embracing technology:** Despite not being a "tech guy," Tony recognizes the potential of technology to bring ideas to life. This demonstrates his wisdom and understanding that if an idea can be conceived, technology has the potential to bring it to life.

He acknowledges the role of brilliant minds in the technology field who can transform possibilities into reality. His forward-looking perspective reflects a desire to embrace the future and actively contribute to its development, rather than being rendered obsolete by it

**The ability to see the big picture and the small details:** Tony's unique talent lies in his capacity to observe the intricate details of a situation while also comprehending the interconnectedness of processes and challenges. This enables him to optimize workflows, enhance service delivery, and create meaningful outcomes.

This unconventional perspective on meaningful employment opportunities, where he can mold processes and procedures to improve outcomes and be part of something new and exciting, is truly inspiring. Who would have thought that Play-Doh would enter the conversation? Tony's ability to inject creativity and innovation into his work has resulted in a career that feels purposeful and fulfilling.

Tony's unwavering belief in the value of mentors and their guidance is commendable. He recognizes the importance of observing, learning, and undergoing proper training to achieve excellence and professionalism in any endeavor worth pursuing. His invaluable perspectives on persistence and success along with his unique approach to work and the industry culminated in wonderful discussion.

**Title:** From Rockstar Dreams to Appraisal Triumph: Chris Hunt Takes the Unconventional Path to Become a Leading Figure in the Real Estate Appraisal Industry

**Description:** Chris Hunt's career trajectory defies convention, as he discovers the power of navigating unpredictability and leveraging past experiences to excel. Like Neo's realization in "The Matrix," Chris's transition into a data-rich environment opens his eyes to the transformative potential of real estate appraisal. Rather than being confined to mundane tasks, Chris embraces the role of a solutions architect, actively seeking meaningful opportunities and providing context where others overlook. By resisting the gravitational pull of ordinary employment, Chris demonstrates the value of curiosity and the ability to bring innovative solutions to clients' challenges.

**LinkedIn:** Chris Hunt's remarkable journey from a drummer in Dallas rock bands to a leading figure in the real estate appraisal industry is a testament to the power of embracing unconventional paths. While basking in the vibrant music scene of late 1990s Dallas, Chris found himself playing in a local band, garnering a loyal following and reveling in the joy of music. Turn a different corner and maybe Chris could have become the drummer for the renowned Foo Fighters. (For those of you unfamiliar with the band, I encourage you to explore their music on YouTube.)

However, fate had a different plan in store. As Chris embarked on his career as a real estate appraiser, the industry was at the cusp of a technological revolution. Digital cameras were making their debut, although not the sleek and compact ones we have today. These cameras were cumbersome backpack-sized contraptions, equipped with memory cards capable of storing only a handful of photos.

The appraisals he encountered were far from ordinary. They demanded a deep dive into complexities and went beyond the simplicity of selecting three comparable properties on the same street. It was in these unconventional assignments that Chris discovered his true calling, a passion for untangling intricate appraisal puzzles that required relentless effort and meticulous attention to detail.

Life has a way of surprising us, of guiding us along unanticipated paths. Although the music stage may have faded into the background, the realm of real estate appraisal revealed new horizons, allowing Chris to embrace fresh opportunities and make the most of them.

**Newsletter:** In the realm of professional growth, the idea of bouncing around like a ball inside a pinball machine may seem counterintuitive. However, Chris Hunt, a determined individual, recognized the unique advantages this dynamic career path presented. Rather than viewing it as a detractor, he embraced it wholeheartedly, leveraging his past market experience to excel in subsequent opportunities. In many ways, Chris's journey parallels that of Neo in "The Matrix," as he unlocked a new level of enlightenment upon entering a data-rich environment. It was there that he discovered the immense potential of real estate appraisers and valuers as problem-solving architects, transcending the role of mere data-entry workers.

### **1. Resisting the Gravitational Pull:**

A defining characteristic of Chris's approach was his ability to resist the gravitational pull of traditional employment norms. While others were content with day-to-day monotony and wandering aimlessly in the weeds, Chris consistently sought out opportunities to infuse meaning and context into every situation. His curiosity was relentless, driving him to explore uncharted territories where others would simply avert their gaze.

Chris had to navigate a rapid-paced, high-pressure operational environment as a Chief Appraiser, while also striving to engage in groundbreaking partnerships with major industry players. These partnerships played a crucial role in shaping the landscape we witness today—the realm of automated data capture and the exciting world of 3D technology. It was akin to trying to drink from a firehose, as they say, with an overwhelming flow of information and tasks.

### **2. Unleashing Past Market Experience:**

One of the key factors that propelled Chris forward was his ability to harness the power of his past market experience. Rather than leaving it behind as he transitioned to new opportunities, he recognized the value it held and applied it effectively in his future endeavors. By doing so, Chris was able to bring a unique perspective to each situation, drawing on the lessons he had learned and the skills he had honed along the way. This seamless integration of his past experiences proved to be a crucial element in his career enhancement.

During his time at Fannie, Chris was introduced to a data collection app that revolutionized the appraisal quality control process. Working closely with a team of talented individuals, he played a significant role in creating this app, which enabled efficient data collection, aggregation, and reporting for appraisal QC and field servicing. The collaborative discussions with industry experts sparked innovative ideas about further improving the data collection process.

### **3. Becoming a Solutions Architect:**

As Chris found himself immersed in a data-rich environment, a newfound realization dawned upon him. He saw the immense potential for real estate appraisers and valuers to go beyond their traditional roles and become solutions architects. No longer confined to the realm of data-entry, Chris understood that his expertise could be harnessed to address client challenges in innovative and impactful ways. By approaching his work with a problem-solving mindset, he transformed himself from a mere "data-entry dude" into a valued solutions architect.

In his role, Chris often played the "color commentator" in business development conversations, complementing the sales executive's foundational business model with insights into the unique value proposition. Drawing from first-hand experience of the pain points our clients faced, Chris was able to anticipate and address their concerns before they even raised them. This approach allowed for a more genuine connection and a deeper understanding of their needs.

Chris's journey serves as an inspiring example of how embracing the pinball effect can lead to career enhancement. By resisting the gravitational pull of mundane routines, he unlocked a world of opportunities and brought his past market experience to bear on his future endeavors.

His transformation from a data-entry worker to a solutions architect exemplifies the power of curiosity and a relentless pursuit of meaning. As we navigate our own career paths, let us remember Chris's story and dare to bounce around like a pinball, embracing the unexpected and forging our own unique paths to success.

**Title:** From Air Force Mechanic to Chief Appraiser: The Journey of Rick Garrie and the Power of Adaptability

**Description:** Who trusts an 18-year-old with a \$10,000,000 asset? In my latest podcast, we follow Rick's Garrie's journey from an Air Force mechanic to Chief Appraiser, defying age expectations and showcasing the power of adaptability. Rick's passion for appraising and his ability to spot regional market trends ahead of time allowed him to proactively position his branch to handle industry upheavals.

His talent for translating technical insights and his commitment to staying connected with peers played a significant role in his professional advancement. Rick's story serves as a reminder of the importance of passion, adaptability, and strong professional connections in shaping the future of real estate appraisal and valuation.

**LinkedIn:** My latest guest Rick Garrie shared how the COVID-19 pandemic in 2020 changed his perspective on working in an office. Suddenly, he was told to gather his belongings and work remotely. This was a drastic change, as he had spent the last two decades working exclusively from the office. Despite initial concerns about the market crashing and limited activity due to the pandemic, Rick soon realized that he could perform his duties remotely. He approached his boss with concerns about enduring a lockdown in Kansas City during the upcoming winter.

His mental well-being was a top priority, his boss responded by giving him the green light to move to Florida. Rick and his family decided to seize the opportunity. As they hadn't secured a permanent residence, they purchased an RV and lived in it temporarily. It was an unconventional arrangement, but one that brought a sense of adventure knowing it was temporary. Eventually, they found a suitable house—a unique property in a brand-new development, significantly larger than the surrounding homes.

To this day, Rick says he has no idea of its current value. Having broken the appraiser's code by purchasing a non-confirming house unlike anything else in his neighborhood. This experience highlights the ever-evolving nature of real estate appraisal and valuation.

**Newsletter:**

In a world where age often determines trustworthiness and credibility, it's rare to find an 18-year-old entrusted with a \$10,000,000 asset. However, my latest podcast tells the inspiring story of Rick Garrie, who defied expectations and soared from being an Air Force mechanic to becoming a Chief Appraiser. Rick's unwavering passion for appraising and his keen eye for detail allowed him to adapt to regional market nuances and take on increasingly challenging roles. Through this journey, he not only witnessed trends ahead of time but also helped position his branch to tackle the real estate market's upheavals. Let's explore several of the traits that shaped Rick's career.

**Staying Ahead of the Curve:**

Rick's key advantage lay in his network of appraiser peers across the country. By actively staying connected with professionals from different regions, he gained invaluable insights into emerging trends. Rick's ability to discern West Coast property market trends before they made national headlines was a testament to his dedication and proactive approach. Armed with this knowledge, he successfully adapted and positioned his branch to handle the wave of REO and foreclosure issues that swept across Florida. Rick's foresight and adaptability proved to be vital assets in an ever-changing industry.

Appraisers now face numerous laws and regulations that were not present when they first started in the field. Understanding the intricacies of compliance, such as Dodd Frank, FHA guidelines, and federally related transactions, is crucial. For Rick, being a professional Googler has become a necessary skill, finding guidance on complex property scenarios or mixed-use properties directly from Fannie Mae Online Selling Guide. This ability to quickly access relevant information contributes to appraisers' efficiency and ensures compliance with industry standards.

**Translating Technical Expertise:**

As an appraiser, Rick understood the intricacies of his profession. He recognized that appraisers, despite their technical knowledge, might struggle to articulate their insights effectively. Rick's unique talent was his ability to listen attentively to his technically oriented peers, grasp their intended meaning, and transform their content into concise and clear language. This skill not only benefited clients but also fellow appraisers. By bridging the communication gap, Rick fostered collaboration and contributed to the growth of the entire industry.

Maintaining strong connections with his peers has been a priority throughout Rick's career. He makes a point to regularly reach out to former colleagues, especially those who have become branch managers or started their own appraisal companies. Through his involvement in regular calls with Fannie Mae and various industry areas, he stays informed about emerging trends and can piece together a comprehensive understanding of the industry's direction. Additionally, expanding his network beyond appraisers to include mortgage bankers has proven valuable. By staying informed about developments in the banking industry, Rick can anticipate their impact on appraisals and offer comprehensive guidance to his peers.

**The Power of Networking:**

Rick's willingness to assist and maintain strong connections with his peers played a pivotal role in his professional advancement. By actively engaging with his industry network, he not only expanded his knowledge but also opened doors to new opportunities. Rick's commitment to helping others and staying connected allowed him to achieve the prestigious role of Chief Appraiser—a position that only a select few ever attain. His success stands as a testament to the value of building strong relationships within one's professional community.

Rick's journey from an Air Force mechanic to Chief Appraiser exemplifies the power of passion, adaptability, and strong professional connections. His ability to foresee market trends and his talent for translating technical insights have propelled him to success. Furthermore, his commitment to his peers and willingness to help others have played an instrumental role in his professional advancement.

Rick's story serves as an inspiration for appraisers and industry professionals alike, reminding us of the limitless possibilities that await those who are dedicated to their craft and embrace the ever-changing landscape of real estate appraisal. Together, by uniting our voices and defining new roles, we can shape the future of our industry and pave the way for innovation and growth.

**Title:** Megan Czechowski, an All-American swimmer hailing from a one stoplight town, driven by a thirst for new challenges, decided to take a leap into the vast ocean of the real estate appraisal industry.

**Description:** Meghan Czechowski's story is truly inspiring and informative in an industry known for its lack of balance and teamwork. Her focus on personal growth and family priorities demonstrates her exceptional approach to professional development. She teaches the value of resourcefulness by reframing mistakes as opportunities and offering thoughtful solutions to clients. Meghan's commitment to staying informed through regular meetings with industry peers and brokers showcases her dedication to understanding the market landscape. What sets her apart is her self-awareness and ability to achieve exceptional results without increasing her workload. By building a team and leveraging their strengths, she has increased billing and advanced her career while maintaining work-life balance. Despite industry inefficiencies, Meghan's forward-thinking mindset led her to embrace technology and drive incremental improvements. Her trajectory highlights the importance of relationship-building and seizing unexpected opportunities. Meghan's dedication to continuous learning, consistent contribution, and willingness to face challenges define her progress. Her vision of the future, where technology and humans collaborate as co-pilots, is encouraging. She believes in expanding employment opportunities in appraisal and valuation through data analysis and proprietary analysis, making her an exceptional role model in her industry.

**LinkedIn:** Two constants have shaped the real estate industry in the 21st century: the continuous development of technology and the slow adoption of that technology. As Megan Czechowski, our podcast guest, aptly puts it, it's like flying a plane while building it. Introducing new technologies in the appraisal industry, or the real estate industry, can often feel like a challenging task, requiring not only technical expertise but also a deep understanding of psychology.

When discussing concepts like artificial intelligence and machine learning, fear and defensiveness tend to arise. People worry that these technologies will replace their jobs entirely, rather than assist them in their work. It's crucial to shift our mindset and consider how we can leverage these tools to simplify our lives. The younger generation, including millennials and Gen Z, are not inclined towards a demanding 60-hour workweek. It's become evident how powerful aggregating information, establishing efficient processes, working collaboratively as a team, and streamlining operations can scale an individual's understanding of the process and allow for a stronger work life balance.

**Newsletter:** Get ready to be inspired by the incredible journey of Meghan Czechowski, a remarkable athlete who excelled in four sports and was even part of a national championship team. Her story is a testament to the power of focus, the importance of family, and the often-overlooked values of balance and teamwork in our industry.

In essence, Meghan's professional progress can be summed up in three powerful principles: always grow through learning, consistently contribute, and actively seek out challenging opportunities.

One of the key lessons Meghan shares is the art of resourcefulness. She encourages us to view mistakes as opportunities, a powerful reframing of typical experiences. While many people tend to say no to requests, Meghan's approach is different. Instead of an immediate yes or no, she suggests responding with "Let me explore this and get back to you." This simple change consistently opened doors to better serve her clients. Drawing on her professional valuation and appraisal skills, Meghan sought out different perspectives from her peers and was always willing to examine existing data from fresh angles.

It's rare to come across an industry peer who is as committed as Meghan to staying up to date with market trends and challenges. She devotes regular time to meeting with investment sales peers and broker representatives, ensuring she comprehends both the big picture of the market and its micro-movements. This dedication sets her apart and underscores the importance of fully understanding the industry landscape.

Meghan consistently asks herself, "What do I need to do to achieve the same or greater output without increasing my workload?" This commitment to her family and clients led her to assemble a team. By working together, they achieved more than she ever could alone. The outcome? Increased billings reduced working hours, and remarkable career advancement.

Despite facing burnout in an industry still grappling with the inefficiencies of tools like Microsoft Word and Excel, Meghan remained forward-thinking. She pondered how technology could empower her team and enhance their quality of life without compromising consistency or the quality of their assignments. Her relentless pursuit of answers led her to collaborate with fintech and big data firms, making incremental changes that had a significant impact.

Meghan's trajectory highlights the critical role of building relationships at every stage of one's career. You never know when an unexpected opportunity will come knocking. Through her persistent pursuit of better solutions in valuation and appraisal practices, Meghan was invited to lead a groundbreaking appraisal start-up. Starting with just seven team members, they built a comprehensive system from scratch, and in a mere 18 months, the team grew to an astonishing 90 members.

It's refreshing to hear Meghan's vision of the future, where humans co-pilot alongside technology, AI, and big data instead of being viewed as predator or prey. Her optimism about the ever-expanding employment opportunities for appraisal and valuation professionals who can analyze data, interpret results, and contribute to shaping proprietary analysis is both energizing and enlightening. Thank you, Meghan, for sharing your insights and inspiring us to embrace the future with open arms!

**Title:** Diverse Paths and a Wealth of Expertise: Exploring Stacy Caprioli's Dynamic Career in the Appraisal Industry

**Description:** Join me in our latest podcast episode as I sit down with Stacy Caprioli, a remarkable industry leader who has embarked on a captivating journey filled with unexpected twists and turns. From her early beginnings in the commercial sector straight out of college to her ventures in the government, corporate, and numerical realms, Stacy's career has been a tapestry of valuable experiences. Today, she finds herself at the forefront of the burgeoning tech landscape, adding yet another dimension to her vast knowledge base.

In this engaging conversation, we delve into Stacy's fascinating career trajectory, exploring each pit stop along the way. Discover how her diverse professional background has shaped her into a true appraisal industry maven—a sponge eagerly soaking up insights from every angle.

Tune in to embark on this captivating voyage through Stacy Caprioli's extraordinary career in the appraisal industry.

**LinkedIn:** The COVID-19 pandemic disrupted the trajectory of many professionals, including my latest guest, Stacy Caprioli. It prompted her to reevaluate her career path and transition while working remotely. This sudden shift presented a significant challenge, but it also highlighted the importance of resilience and adaptability.

One of the significant challenges of remote work is a lack of understanding regarding the activities and objectives of individuals. Stacy found it crucial to emphasize the importance of transparent communication and fostering visibility among team members. When the team is aware of your tasks, purpose, and goals, they are more likely to align themselves with your vision. Operating in the dark can lead to a sense of being stranded on an island, which is detrimental to productivity and collaboration.

In this fast-paced industry, continuous pivoting is essential for success. It is important to recognize that progress rarely comes without obstacles. Remaining stagnant can result in being left behind as the industry advances. Stacy encourages anyone embarking on this path to embrace change and proactively adapt to new circumstances. It is crucial to maintain momentum, as the industry is constantly evolving, and keeping up with its pace is necessary to thrive. It may seem like the industry is stagnant at times, but upon closer inspection, one can observe the rapid transformations taking place.

**Newsletter:**

In the dynamic world of the valuation and appraisal industry, there are professionals who stand out for their unwavering commitment to personal growth and their ability to adapt to new challenges. Stacy Caprioli, with her remarkable achievement mindset, serves as a shining example of the immense value that individuals can generate when they invest in themselves. In this podcast, we will explore Stacy's inspiring journey and the powerful lessons we can learn from her relentless pursuit of knowledge and her refusal to let limitations hold her back.

### **A Constant Quest for Knowledge:**

Stacy's determination to continually expand her expertise is truly admirable. She firmly believes that if she encounters a question to which she doesn't know the answer, she will make it her mission to find out and equip herself with the knowledge for future encounters. This mindset exemplifies the importance of investing in oneself and the tremendous returns it can yield. Stacy understands that being the smartest person in the room is not the ultimate goal, but rather being the person who is willing to relentlessly pursue knowledge and growth.

Describing herself as a sponge, Stacy vividly captures her insatiable thirst for knowledge. Her passion for absorbing information not only fuels her personal growth but also positions her as a valuable resource in the industry. Stacy's commitment to becoming a trusted contributor and a helpful asset to others serves as a testament to the immense impact individuals can make when they wholeheartedly dedicate themselves to their chosen field.

### **Breaking Down Barriers:**

Stacy's mantra, "Don't let location limit me," encapsulates her refusal to let geographical boundaries confine her ambitions. Regardless of where she has worked, Stacy has maintained an open mindset, embracing opportunities that have taken her beyond her home state of Wisconsin. Her love for her roots remains strong, but she recognizes the value of venturing beyond familiar territory to gain new perspectives and broaden her professional horizons.

Her early journey as a solitary appraiser on the road 95% of the time encapsulated a wide range of experiences, from heartwarming connections to unforeseen challenges. Her ability to embrace the small-town vibes while remaining resilient in the face of adversity showcased her professionalism and determination. Stacy reflects on the diverse landscapes encountered in the appraisal industry and the immense value that can be gained from navigating the spectrum of encounters with unwavering commitment and adaptability.

### **Inspired and Informed:**

Before Covid Stacy was immersed in the world of data analysis and generation for what is affectionately known as the brown book, an industry nickname for the comprehensive Marshall and Swift commercial cost handbook, which also encompasses the residential cost handbook. This extensive resource spans hundreds of pages and provides intricate details on various structures and their associated costs. Although this role delved into the technical side of the field, her identity as an appraiser remained unwavering. While initially hesitant about embracing technology, immersing herself in this platform proved to be an invaluable experience. Through this immersion, Stacy developed a deep understanding of the system's inner workings, enabling

her to be well-equipped to share knowledge, deliver effective training, and engage in meaningful discussions surrounding these methodologies.

Having had the privilege of interacting with Stacy, I can attest to her infectious passion for the valuation and appraisal industry. Her unwavering dedication, insatiable thirst for knowledge, and willingness to go above and beyond make a lasting impact on those she encounters. Professionals like Stacy are the catalysts driving the continuous progress and evolution of the industry.

Stacy Caprioli's journey is an inspiring testament to the power of an achievement mindset and the significance of investing in oneself. Her unwavering commitment to personal growth, her refusal to be confined by limitations, and her thirst for knowledge set her apart as a true industry leader. As we reflect on Stacy's remarkable story, let us be reminded of the incredible value that individuals generate when they embrace an achievement mindset, constantly push their boundaries, and become lifelong learners.