

JANUARY 2024

# Nomination Letter

Chuck Frady | Aim High

In the famous words of celebrity actor Denzel Washington “At the end, it’s not about what you have or even what you’ve accomplished. It’s about who you’ve lifted up, who you’ve made better. It’s about what you’ve given back”

Chuck Frady is one of those rare people who, no matter the ask, challenge or circumstance, always gives back and strives to make those around him better and more successful. In doing so, he aims to create a perfect quality of work and experience.

From the creation of the Leadership Essentials modules and Time and Priority Management program, HR Playbook site management and content curation, meticulous review of HR Playbooks to his ongoing participation and support with the engagement committee, collaboration and guidance to the market training teams, Chuck always shows up and participates with a helpful and positive mindset.

Chuck has proven himself to be a great learning resource and has developed strong relationships within the FirstService Residential learning community based on respect, trust, and effective communication. I nominate Chuck for the Aim High award not just because he epitomizes this value, but because he graciously, consistently, and constantly displays them all.

Below are a few testimonials I received from training and HR leaders that speak to Chuck’s performance, partnership, and delivery:

*“I have had the pleasure to collaborate with Chuck on multiple projects throughout the last two years. Chuck is kind, always willing to go that extra mile, knowledgeable, and just an absolute pleasure to partner with in any capacity. His attention to detail is unmatched and his ability to capture ideas and put them into a usable format is absolutely remarkable. Chuck definitely Aims High in all that he does, and it is so appreciated by all of us!”*

— Caryn Blum, HR Director, Dania

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*"Chuck Frady has been an amazing addition to the National Training Team here at FirstService Residential. He is smart, innovative, and creative. He is also so helpful and responsive; whenever I have needed a resource, an asset, or information, Chuck provides whatever is needed quickly and with a smile. He is truly an asset to the company and a great guy!"*

— Kelly Stevens, L&D Director, MN

*"I have had the pleasure of working with Chuck on several projects. He is truly a great partner and is always ready to tackle any challenge with professionalism, curiosity, and determination. He is open-minded, collaborative, and relentless in his effort to enhance the learning of our associates, and his attention to detail has produced wonderful training materials."*

— Janet Magree, L&D Director, IL

*"Chuck is the definition of going above and beyond when considering the support he gives to the regional training teams. Not only does he respond to us in a timely manner to help put out any fires our region may have, but he offers a better process or just a helping hand to collaborate. The improvements he has made to the Emerging Leaders development program including, but not limited to, a uniformed scorecard, rebranding, and refreshing content, and simply asking for critical feedback to improve the program is invaluable. And to top it off, he "Aims High" and does it with a smile every time!"*

— Molly Dalley, Sr Manager Talent & Development, East.

**Claudia Eftimie**  
Vice President, Talent and Organizational Development