

# Goggin Set To Embark on Well-Deserved Retirement

*After two decades, NAA's Karen Goggin is taking her final bow.*

**L**isten to 'Mama Goggin' and everything will be OK. Call it the chairmen's rallying cry of the past 18 years.

For nearly two decades, Karen Goggin has served as NAA's Vice President of Governance, keeping a watchful eye on the leadership team from the NAA office in Arlington, Va.

"The world doesn't recognize the power Karen has to order all of our captains of industry around like a bunch of teenagers," says Ro Freeman, 1984 Chairman of the Board, Dallas. "She tells us where to be and when, and even what to wear. The fascinating part is how appreciative we've all been over the years. I'm not quite sure when she took control, but at some point in the last couple of decades staff went from asking us where we'd like to eat to telling us what to order. It sure saved a lot of agonizing decisions."

But come September, Freeman and company will have to decide between beef and chicken all on their own. After surviving 18 years as the ring leader, Goggin is retiring. She'll spend the next phase of her life in Florida, with an inexhaustible loop of NAA memories to keep her busy— or up at night.

"It was the 2005 NAA Education Conference in Orlando and Marc Rosenwasser was the Conference Chair," recalls Dave Watkins, Jr., CAPS, President of Tampa, Fla.-based Watkins Realty Services and 2007/2008 Chairman of the Board. "It was customary for both the NAA Chairman the conference chair to address first-time attendees at a breakfast the first morning, but the only problem was that Marc did not show up. Karen was frantic and tried to reach him by phone and in his room. No Marc. He later showed up and claimed he had overslept. I do believe that if Karen could have found a gun, she would have shot him. Marc was definitely in her doghouse for the remainder of the conference. I chuckle every time I think about it."

Colleagues describe Goggin as a perfectionist, master planner, great organizer and passionate advocate for NAA.

"A few years ago Karen fell ill at an NAA board meeting in New Orleans," says Ron Shelton, CAPS, Senior Vice President of Property Management for Dallas-based Irwin



Karen Goggin celebrates her final Assembly of Delegates meeting with 2014 Chairman of the Board, Brad Williams, and Chairman-Elect, Tom Beaton.

R. Rose/Amalgamated Management Corporation and 2009 Chairman of the Board. "She was taken to the hospital and was literally trying to continue to coordinate meetings from her hospital bed. Karen gets it done! And she makes every new Chairman of the Board feel like they are the first and the best from day one."

Adds Freeman, "her strength was in getting the job done without taking herself or any of us seriously. We love her dearly, and I would not prejudge our next keeper, but we are accustomed to a certain voice saying, 'Heel boy.' It will be a very melancholy transfer of power."

Jerry Wilkinson, 2012 Chairman of the Board and President of Atlanta-based The Wilkinson Group, agrees.

"It seems like Karen was always at NAA; she's the glue that keeps it together," he says. "She is the go-to person for any and everything. She is the calm in the eye of the storm. She handles everything and always treats everyone with dignity and compassion. I love that lady!"

Although Goggin works closely with NAA's volunteer leadership, it's her officemates who see her daily.

"Karen is a great friend and someone I could always depend on to take care of our members," says Doug Culkin, CAE, NAA President and CEO. "Simply put, NAA won't be the same without her. However, my hair was brown when I met her." ■