



Best Piece of Advice

Interview with Amanda Passwaters
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What was the best piece of advice you received in your career?

The best advice I received was that you can't please everyone. Working in a member-focused role (with over 750 members), I pour my time, energy, and heart into helping members succeed and adapting to their unique needs. While I strive to make each member feel valued and supported, I've learned it's impossible to meet every expectation.

What advice would you give yourself at the start of your career?

If I could go back, I'd tell myself to embrace flexibility and welcome unexpected paths. Just a year after starting at the association, COVID-19 happened, and it changed everything—we had to pivot fast. Meetings and events looked different, our roles and schedules shifted, and I was learning new software programs like Zoom and Teams to host webinars and keep our members informed. That experience taught me resilience and revealed strengths I didn't know I had. I'd remind myself to trust the process and remember that real growth happens when you step outside your comfort zone.

What advice would you give to a new EO or HBA Staff member at the beginning of their career?

For anyone starting in an HBA role, I'd say: be ready to keep learning. Whether it's understanding membership needs or staying on top of industry changes, there's always something new. Stay proactive, communicate openly with the team and BOD, and be flexible when challenges pop up. Don't be afraid to ask questions, and most importantly, remember the mission: helping to promote, enhance and protect the home building industry!