



Dear Apartment Association Member:

Thank you for your interest in our eLearning program, the Apartment Management Learning Center. Below please find more details on our training offerings:

**Delivery via High Speed Internet Connection** - Grace Hill is proud to offer high-quality, interactive property management training that is available anytime, and anyplace you have high-speed access to the Internet. There is no software to install or CD to load -- accessing training is as easy as logging on to the 'Net.

**Built-In Tracking** - In addition to our courses, we also provide comprehensive tracking of this training. Supervisors can access the "Executive Reports" area of our website at any time to view real-time data on their employees' activity and performance such as student's start and finish dates, pre- and post-test scores, and even which questions they answered incorrectly. These reports indicate that our clients are achieving an average 51% increase in knowledge from their pre-test to final Knowledge Challenge. Impressive!

**Workbooks & Completion Certificates for Every Course** - All courses include a downloadable workbook so students have an easy-to-use job aid in hand long after the online training is complete. Additionally, each student who achieves a 70% or greater score on the final "Knowledge Challenge" will receive a course completion certificate. Students who achieve a perfect 100% score will receive a "Mastery" certificate indicating their perfect score. Certificates may be printed and emailed to a supervisor. Course Completion Certificates are useful for tracking training, and especially for demonstrating your commitment to adherence to Fair Housing and employment laws.

**Affordable Education** – Credit Card or Pay-Per-View purchases are available for \$79 - \$99 per student, per course or test your knowledge with our Quick Quizzes for \$15 per student, per quiz. Our **Unlimited Training Subscription** provides *unlimited* access to our "Essential Courses" package of more than two dozen titles, plus 6 in Spanish, and new "Essential" releases throughout the year. Additionally, your team members will receive unlimited access to our Quick Quiz series. The Unlimited Training Subscription rate is \$0.20 per unit, per month for portfolios of 1,000 units or more. "Elective" titles are also available. See page 2 for our complete Pricing Schedule.

**Course Catalog** – Explore our course descriptions on pages 3 - 11. New courses are always under development.

**CEC Credits** - If you have a designation such as CAM, CAPS or CAMT thru the National Apartment Association, 50% of annual CEC credits may be accumulated from courses accessed thru the online training link on your local Apartment Association's website. You will receive 1 CEC for each hour of online course time. Courses range from 1 – 3 hours in length each.

**Preview Our Courses** - - See a preview of the courseware by selecting "Online Training" from your association's website, then select "View Demos" within the "Learning Center".

Thanks for taking the time to review our program. We look forward to working with you to strengthen your associates' knowledge and skills. Contact us to coordinate a training program customized for your portfolio today!

Sincerely,

*The Grace Hill Gang*

The Grace Hill Gang  
Grace Hill, Inc.  
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# Pricing Schedule

**Option 1: Unlimited Training Subscription** - The Unlimited Training Subscription provides unlimited access to our “Essential Course Package” for only \$0.20 per unit, per month. The Unlimited Training Subscription is available for portfolios of any size; a minimum monthly charge of \$200 applies. \* Please note that associations do not receive partner share revenues for clients choosing the Unlimited Training Subscription option.

**The “Essential Course Package” includes these titles:**

- *Advanced Leasing: Secrets of Leasing Leaders*
- *Advanced Telephone Techniques*
- *Business Etiquette*
- *Conflict Resolution (Supervisor Version available)*
- *Creative Marketing Promotions*
- *Curb Appeal*
- *Customer Relationship Management*
- *Customer Service As A Competitive Advantage (Spanish version available)*
- *Dealing with Difficult People*
- *Drug-Free Workplace (Spanish & Supervisor versions available)*
- *Employee Coaching*
- *Essential Skills for the New Supervisor*
- *Fair Housing (Spanish version available)*
- *Fair Housing for Maintenance (Spanish version available)*
- *Fair Housing II*
- *Follow-Up Techniques*
- *Help Wanted! How to Hire, Retain & Inspire Quality Team Members*
- *Internet Leasing*
- *Intro to Social Media*
- *Leadership: Profiles in Multifamily Housing*
- *Leasing for a Living*
- *Leasing for a Living Series, featuring six 30-minute modules:*
  - *Introduction to Leasing*                      - *Greeting & Qualifying*                      - *Telephone Techniques*
  - *Responding to Email Inquiries*                      - *Touring the Community*                      - *Closing & Follow-Up*
- *Maintenance for Office Staff*
- *Marketing Principles for Multifamily Housing*
- *Mold Awareness (Spanish version available)*
- *Performance Management*
- *Preparing a Perfect Market Ready Apartment (Spanish version available)*
- *Preventing Sexual Harassment (Spanish, Supervisor and CA Supervisor versions available)*
- *Preventative Maintenance (Spanish version available)*
- *Property Management Financials*
- *Resident Retention for Today’s Savvy Customers*
- *Time Management*
- *Traffic Generation*
- *Workplace Diversity (Supervisor Version available)*
- *Learning Games (Multiple Topics from Property Manager Billionaire to Wheel of Maintenance Safety)*
- *Quick Quizzes (Multiple Topics from Comprehensive Maintenance to Fair Housing)*

Add one or more “Elective Courses” to your Unlimited Training Subscription starting at only \$0.02 additional per unit, per month.

**“Elective Courses” Available:**

- *Basic Maintenance Series including Basic Electrical, Basic HVAC and Basic Plumbing*
- *Bed Bug Awareness*
- *Leadership Development Series featuring Anne Sadovsky*
- *Risk Management I: Associate Safety & Emergency Awareness (Spanish version available)*
- *Risk Management II: Risk, Liability & Crime Awareness (Spanish version available)*
- *Safety Series: Includes 15 safety related course topics*
- *The Impact of Maintenance on Retention*

**Option 2: Pay-Per-View Plan** - Don’t need that much education? Choose instead our **Pay-Per-View** plan of \$79 - \$99 per student, per course, depending on the title. Payment can be made using a credit card or by setting up an account directly with Grace Hill. Bulk rates are also available.



# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Advanced Leasing: Secrets of Leasing Leaders**

Recommended for All Onsite Management & Leasing Team Members; "Leasing for a Living" Suggested Prerequisite

- Learn the five qualities common to all Leasing Leaders and how to develop them
- Anticipate, uncover and overcome any objection a prospective resident may raise
- Recognize prospective residents' buying signals
- Learn our four-step approach to closing
- Watch and listen to powerful follow-up techniques in action
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Advanced Telephone Techniques**

Recommended for All Onsite Management & Leasing Team Members; "Leasing for a Living" Suggested Prerequisite

- Discover how to set yourself apart from the competition with phenomenal phone skills
- Improve your call to visit conversion ratio and heighten your chances of closing the sale
- Explore proper etiquette for every phone interaction, including challenging callers
- Exceed your residents' expectations with your extraordinary service
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Business Etiquette**

Recommended for All Onsite Management, Leasing, & Corporate Team Members - Some companies use with Maintenance teams

- Convey competency and professionalism through your clothing, grooming, and body language
- Determine when it is and is not appropriate to use email, instant messaging, and social networking
- Master the rules of grammar and style in your business correspondence
- Act with consideration and respect in the workplace, even in challenging circumstances
- Enhance your career through successful networking
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Conflict Resolution (also available in Supervisor Version)**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Learn four ways to respond to any conflict, and when to use each approach
- Improve your listening skills to better understand and assist your customers
- Clarify your own communications to avoid confusion and conflict
- Learn how to work with a co-worker to solve a disagreement together
- Discover when to get involved in a conflict between two or more associates whom you supervise
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Creative Marketing Promotions**

Recommended for All Management & Leasing Team Members, and all who wish to learn more about this topic

- Learn how to draw positive attention to your apartment community with creative promotional activities
- Discover which types of marketing activities qualify as promotions
- Understand the work required before kicking off a promotional marketing campaign
- Learn how to develop creative marketing promotions that stand apart from the competition
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Curb Appeal**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Master the best way to use banners, signs, flags, and other tools for capturing drive-by attention
- Present a Leasing Center that appeals to your prospective residents' five senses
- Make your models and mini-models work hard for your leasing team
- Discover the role that every team member plays in creating and maintaining pleasing curb appeal
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Customer Relationship Management**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Learn why it is so important to personalize your service based on your customer's preferences
- Uncover the tools and approaches required to undertake CRM at your community
- Discover the dramatic impact of customer loyalty on your community's success
- Learn how Fair Housing considerations affect attempts to personalize customer service
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Customer Service as a Competitive Advantage (also available in Spanish)**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Review methods to meet or exceed customer expectations
- Improve your communication skills to increase resident retention
- Diffuse and satisfy your difficult customers with winning techniques
- Discover many ways to customize service for prospects and residents
- 3 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Dealing with Difficult People**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Learn a six-step process for resolving conflict with residents and prospective residents
- Practice what to say when addressing conflict with a colleague
- Use sincere and specific praise in order to encourage the performance you want from your co-workers
- Study the complexities of blame and credit in the workplace, and how to build alliances instead of enemies
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Drug-Free Workplace (also available in Spanish & Supervisor Versions)**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Learn the impact of substance abuse in the workplace
- Discover how to differentiate among the types of behaviors caused by substance abuse
- Recognize behaviors that reduce the risk of drugs in the workplace
- Discover how to respond if co-workers display symptoms of substance abuse
- Learn about the circumstances that warrant drug testing, and the different outcomes of drug testing or refusing to submit for drug testing
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Employee Coaching**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- Identify performance barriers and guide employees to overcome these hurdles
- Learn when and when not to coach
- Discover tried-and-true coaching techniques and tips, illustrated with clear examples
- Practice specific techniques to build your employees' self-confidence so they can take successful action
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Essential Skills for the New Supervisor**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- Make the move into your new role smoothly and successfully
- Earn and maintain trust, credibility and respect from those you supervise
- Set appropriate boundaries to create productive work relationships
- Motivate, reward, and recognize your associates to keep workplace morale high
- Learn from video examples of supervisors in action
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Fair Housing (also available in Spanish)**

Recommended for All Office Team Members

- Learn the Federal Fair Housing laws, guidelines, and their application to our industry
- Discover how to define and identify discrimination
- Learn how to comply with Fair Housing laws through illustrative case studies
- Master documentation and compliance strategies
- 3 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Fair Housing for Maintenance (also available in Spanish)**

Recommended for All Maintenance Team Members

- Learn the definition of the seven protected classes under the Federal Fair Housing laws
- Discover the specific forms of discrimination prohibited by the laws
- Manage service requests fairly and consistently to avoid discrimination complaints
- Discover what types of accommodations and modifications must be made to allow a handicapped person to fully enjoy their rental home
- Apply the Federal Fair Housing laws to the everyday responsibilities performed by maintenance associates
- Demonstrate your compliance with Federal Fair Housing laws through consistent, systematic recordkeeping
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Fair Housing II**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance, “Fair Housing” Required

Prerequisite

- Take a look at life after the terrorist attacks of 9/11 and see how that has impacted multifamily applicant screening, policies and procedures
- Explore owners'/managers' responsibilities surrounding reasonable accommodation and reasonable modification for people with disabilities
- Examine real Fair Housing cases and their outcomes
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Follow-Up Techniques**

Recommended for All Management & Leasing Team Members

- Learn why follow-up is beneficial, and how to overcome obstacles
- Discover proven methods of effective follow-up
- Apply the techniques learned in this course in interactive case studies
- Learn how to create compelling and creative follow-up communication
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Help Wanted! How to Hire, Keep & Inspire Quality Staff Members**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- Authored by multifamily educator Deb Bronson-McGrath
- Learn strategies to recruit winning team members
- Discover what the real cost of employee turnover is, and how to calculate it
- Recognize quality candidates, then screen and interview effectively
- Inspire and retain your valued associates through excellent management skills
- 3 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Internet Leasing**

Recommended for All Management & Leasing Team Members

- Learn how to manage your online advertising presence
- Deliver a virtual tour of your community via the computer
- Uncover successful strategies for responding to Internet leads via email and telephone
- Prepare yourself to close an Internet lead sight unseen
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Introduction to Social Media**

Recommended for All Management & Leasing Team Members, and all who wish to learn more about this topic

- Understand what social media is and learn about the most relevant types
- Learn how social media impacts the business world and the multifamily housing industry
- Discover how to engage current residents, reach prospective residents, and manage your reputation through the use of social media
- Learn best practices for using social media effectively and professionally
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Leadership: Profiles in Multifamily Housing**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- Learn the attributes and actions common to effective leaders
- See examples of effective leadership in action with multifamily workplace specific scenarios
- Meet five superb leaders working in the industry today
- Create your own customized Leadership Action Plan
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Leasing for a Living**

Recommended for All Management & Leasing Team Members

- Learn telephone and email inquiry techniques that lead to closed leases
- Greet, qualify and tour prospective residents like a professional
- Take the fear out of asking for the deposit
- Discover expert follow-up tips that encourage prospects to select your community
- Review critical safety and fair housing issues
- 3 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Leasing for a Living Series: Six 30-Minute Modules Designed for Targeted Training**

Recommended for All Management & Leasing Team Members who wish to fine-tune their skills in one or more specific aspects of the leasing process; "Leasing for a Living" Suggested Prerequisite

- Each section of our comprehensive Leasing for a Living course is delivered as a stand-alone module
- Course titles include *Introduction to Leasing, Telephone Techniques, Responding to Email Inquiries, Greeting & Qualifying, Touring the Community, and Closing & Follow-Up*
- Courses include quiz, interactive exercises, and final exam
- Allows experienced personnel to easily and quickly polish their skills as needed
- Each title in this series is approximately 30 minutes; the series is included at no additional charge for Unlimited Training Subscribers or each course is \$79 Pay-Per-View

### **Maintenance for Office Staff**

Recommended for All Management & Leasing Team Members

- Reduce disagreement and tension between the office staff and the maintenance team
- Learn how to effectively document a service request to avoid unnecessary confusion and save the maintenance team time
- Why conducting regular staff meetings can improve communication among personnel
- Teach your associates to see "the big picture" of managing the community as a whole
- Discover simple strategies for supporting the maintenance team
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Marketing Principles for Multifamily Housing**

Recommended for All Leasing & Management Team Members, and all who wish to learn more about this topic

- Make smart decisions about the 4 P's in order to appeal to your specific target market
- Learn how to conduct meaningful market research
- Prepare and maintain a comprehensive Market Survey
- Learn to prepare a Marketing Plan and employ it to reach your goals
- Use our comprehensive sample marketing tools to improve your own performance
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Mold Awareness (also available in Spanish)**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Learn what mold is, why it grows, and why it matters to multifamily operators
- Discover the believed health effects of mold
- Learn how to detect, reduce and prevent mold using a Mold Response Plan
- Communicate with your residents regarding mold
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Performance Management**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- How to use job descriptions, competencies, and key behaviors to help associates understand their roles and responsibilities
- How to set clear goals and use them to guide performance
- Guidelines for providing effective, ongoing feedback to improve job performance
- How to prepare for and conduct a successful performance review
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Preparing a Perfect Market Ready Apartment (also available in Spanish)**

Recommended for All Onsite Team Members – Management, Leasing & Maintenance

- Learn to prepare market ready apartment homes that will delight your prospective and new residents
- Discover how the condition of your market ready apartments impacts the marketability and revenue of your community
- Learn how to overcome obstacles and work more efficiently
- Includes a step-by-step process for preparing market ready apartments
- 2 hours; included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Preventative Maintenance (also available in Spanish)**

Recommended for All Team Members including Management, Leasing, Maintenance & Corporate Personnel

- Discover the many benefits to performing preventative maintenance, including extending the useful life of an item, cost savings and enhanced customer satisfaction
- Learn the specific steps to take in order to extend the useful life of your community's many components
- Take a virtual tour of an apartment community led by an experienced Maintenance Supervisor
- Make preventative maintenance tasks realistic and achievable using a customizable 52 Week Plan
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Preventing Sexual Harassment (also available in Spanish, Supervisor & California Supervisor Version)**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Identify sexual harassment behaviors in the workplace
- Learn the responsibilities of employees and employers involving sexual harassment
- Discover the consequences of sexual harassment
- Keep your workplace free from sexual harassment using the strategies and skills conveyed here
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

# Essential Courses

## *Included in our Unlimited Training Subscription*

### **Property Management Financials**

Recommended for All Team Members with Financial Responsibilities – Regional Managers, Managers, Maintenance Supervisors, Assistant Managers, Leasing Consultants & Maintenance Technicians

- Learn how to earn a favorable return on investment, or ROI in multifamily real estate management
- Study the two most useful tools for understanding the financial goals for your community: the Budget and the Income Statement
- Discover how to impact a community's value by maximizing income and controlling expenses
- Practice using key indicators on your Income Statement to help monitor community fiscal fitness
- 2 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Resident Retention for Today's Savvy Customers**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Co-authored by retention expert Mindy Williams
- Calculate the cost of resident turnover
- Uncover the most common concerns of residents nationwide and how to address them
- Assess your current retention program and enhance it
- Manage your lease expirations so you aren't hit with excessive turnover at any one time
- 3 hours, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Time Management**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Learn how to use long term goals as a benchmark against which all short term tasks are judged
- Practice prioritizing work appropriately so the most important tasks get completed
- Estimate how much time is needed for each task, and use that in your daily planning
- Eliminate top time-wasters from your day
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Traffic Generation**

Recommended for All Onsite Management & Leasing Team Members

- Learn valuable property management math formulas via interactive exercises, including occupancy, closing ratios, and annual and monthly turnover ratios
- Create your own customized traffic plan
- Discover the difference between "qualified" and "unqualified" traffic
- Boost your traffic via resident referrals, marketing outreach, Locator cooperation, and planned on-site events
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View

### **Workplace Diversity (also available in Supervisor Version)**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Learn the definition, legal foundation, and benefits of workplace diversity
- Discover why open, inclusive communication is so important and practice the tools for achieving it
- Learn how to recognize and suspend stereotypes
- Understand how miscommunications occur in the workplace, and learn how to recover from them
- 1 hour, included in our Unlimited Training Subscription or \$79 Pay-Per-View



# Essential Courses

*Included in our Unlimited Training Subscription*

## **Learning Games**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Numerous Learning Games available in familiar game show formats, reminiscent of Jeopardy, Wheel of Fortune, and Who Wants to Be a Millionaire
- Multiple topics from Property Manager Billionaire to Wheel of Maintenance Safety
- A fun and memorable way to reinforce knowledge
- Motivate your competitive associates by running a contest based on their Learning Game scores
- Included in our Unlimited Training Subscription or \$15 per game for Pay-Per-View

## **Quick Quizzes**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Multiple topics from Comprehensive Maintenance to Fair Housing
- Test the knowledge of your Leasing, Maintenance & Management employment candidates
- Fine tune your associates' knowledge & skills
- Motivate your team by running a contest based on their quiz scores
- Included in our Unlimited Training Subscription or \$15 per quiz for Pay-Per-View

***More courses are always in development!***  
***Our course catalog is updated several times annually with new Essential titles.***



## Elective Courses

***These titles are available as optional additions to our Unlimited Training Subscription***

### **Basic Maintenance Series**

Recommended for All Maintenance Team Members and others who wish to gain an understanding of the fundamentals of maintenance

- Authored by Mark Cukro of Service Team Training, one of our industry's most respected maintenance educators
- Titles include: *Basic Electrical, Basic HVAC, and Basic Plumbing*
- Learn important workplace safety measures and how to identify and use various tools and materials
- Learn basic and more advanced electrical, HVAC, and plumbing skills and how to apply them in your work
- Practice your skills with interactive exercises and testing
- Each title in this series is approximately 2 hours; the series is an additional \$0.05 per unit, per month for Unlimited Training Subscribers or each course is \$99 Pay-Per-View

### **Bed Bug Awareness**

Recommended for All Team Members – Corporate Personnel, Management, Leasing, & Maintenance

- Learn the risks bed bugs pose to the multifamily industry
- Discover how to recognize the signs of bed bug activity
- Establish a bed bug response plan to inspect for, eliminate, and prevent bed bugs at your community
- Receive valuable guidance on how to handle resident concerns
- 1 hour, additional \$0.02 per unit, per month for Unlimited Training Subscribers or \$99 Pay-Per-View

### **Leadership Development Series featuring Anne Sadovsky**

Recommended for All Team Members Who Supervise Others or Aspire To Do So – Regional Managers, Managers, Maintenance Supervisors Assistant Managers, Leasing Consultants & Maintenance Technicians

- Industry education legend Anne Sadovsky delivers her no-nonsense content with a healthy side of wit via video recorded before an intimate multifamily audience
- Titles include: *Be The Leader Others Want to Follow, Generational Differences, and Communication & Motivation*
- Practice your skills with interactive exercises and testing
- Each title in this series is approximately 1 hour; the series is an additional \$0.05 per unit, per month for Unlimited Training Subscribers or each course is \$99 Pay-Per-View

### **Risk Management I: Associate Safety & Emergency Awareness (also available in Spanish)**

Recommended for All Team Members – Corporate, Management, Leasing, & Maintenance

- The safety procedures and tasks for which each onsite associate should be accountable
- Steps to follow to minimize risk when entering or working in an occupied apartment
- OSHA compliance, use of Personal Protection Equipment, and Hazard Communication
- How to prepare for emergency situations and respond should one occur
- Communicating with residents and the press during and after an emergency
- 2 hours, additional \$0.02 per unit, per month for Unlimited Training Subscribers or \$99 Pay-Per-View
- Spanish version included at no extra charge

# Elective Courses

***These titles are available as optional additions to our Unlimited Training Subscription***

## **Risk Management II: Risk, Liability & Crime Awareness (also available in Spanish)**

Recommended for All Onsite Team Members – Management, Leasing, & Maintenance

- Introduction to industry best practices for personal safety and loss prevention
- Recognizing risk and liability hazards present in your community's common areas
- Policies and procedures designed to reduce crime and increase crime awareness
- Effective methods for communicating crime and other hazards to residents, associates and the media
- 1 hour, additional \$0.02 per unit, per month for Unlimited Training Subscribers or \$99 Pay-Per-View
- Spanish version included at no extra charge

## **Safety Series**

Recommended for All Onsite Team Members – Management, Leasing, Maintenance & Corporate Personnel

- 25 courses offered in English and 22 courses offered in Spanish
- Authored by PureSafety and customized for apartment community settings by Grace Hill
- Build a work culture where the safety of all employees and residents is a top priority
- Topics include Bloodborne Pathogens, Electrical Hazards, Lockout Tagout, Hazard Communication, OSHA Recordkeeping Requirements, Pandemic Influenza, Fire Prevention, Heat Stress, and more
- Each title in this series is 15 minutes to 1 hour; the series is an additional \$0.05 per unit, per month for Unlimited Training Subscribers or each course is \$19 Pay-Per-View

## **The Impact of Maintenance on Retention**

Recommended for All Onsite Team Members – Management, Leasing, Maintenance & Corporate Personnel

- Authored by Doug Miller of SatisFacts Research, LLC
- Study the results of comprehensive resident satisfaction research
- Learn the reasons residents cite for not renewing, most of which are service related and controllable
- Utilize community case studies and financial metrics to explore the value of improving maintenance service
- Examine service request management at your own community and find ways to improve service
- 2 hours, additional \$0.02 per unit, per month for Unlimited Training Subscribers or \$99 Pay-Per-View

***More courses are always in development!  
Our course catalog is updated several times annually with new Elective titles.***