



# The Grace Hill Vision Course Catalog

Our Vision course offerings provide training beyond basic compliance, empowering learners to elevate their performance.

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# What's in the Grace Hill Catalog

We've applied the latest advancements in learning science to the most comprehensive library of training courses in the Property Management Industry. The Result? A more engaging and meaningful training experience for learners, and a more effective and valuable online training program for your company.

## **The Essentials (pages 3 – 40)**

Your training experience begins here. Grace Hill has taken the guesswork out of identifying the critical skills that your employees need to be successful. Our Essentials catalog covers crucial compliance topics and basic skills for the multifamily industry, as well as necessary training around preventing workplace violence and active shooter situations in multifamily communities.

## **Compliance Plus Mini Courses (pages 41 – 45)**

Part of our Vantage Pro program for Gold and Platinum clients, the Compliance Plus catalog is created in partnership with legal experts and updated quarterly with short courses that speak to the critical compliance-related topics of the day. These courses build on the foundation that is set in our Essentials package and give employees an opportunity to dig more deeply into specific issues that create risk in our industry.

## **Elective Courses (pages 46 – 52)**

Enhance your training library by adding one or several of our elective packages. Course series include the Tax Credit Essentials Series, the Safety Series for multifamily maintenance teams, the Risk Management Series, the Cybersecurity Series, and the Leadership Development Series. We also offer courses in very specific topics like bed bugs, maintenance skills, and reputation management.



## Advanced Closing Techniques

Recommended for all Onsite Management & Leasing Team Members

- Master listening skills, professional body language, and storytelling
- Uncover your customer's buying signals
- Learn four new advanced closing strategies
- Find the best close based on your individual style

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 1 hour 30 minutes    2 short courses



## Advanced Leasing

Recommended for all Onsite Management & Leasing Team Members

- Learn 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

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 2 hours    3 short courses



## Advanced Telephone Techniques

Recommended for all Onsite Management & Leasing Team Members

- 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

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 2 hours    3 short courses



### Asbestos Awareness (Updated Jan 2021)

Recommended for all Team Members — Corporate Personnel, Management, Leasing & Maintenance

- Learn where asbestos can be found and how it can impact the body
- Understand OSHA-required work procedures designed to protect associates
- Learn how your employer is required to ensure your safety
- Discover your personal responsibilities when working in potentially hazardous areas
- Understand when a respirator might be necessary and how to safely use your device



2 hours

2 short courses



Offered in Spanish



### Being a Team Player

Recommended for all Team Members — Corporate Personnel, Management, Leasing & Maintenance

- Promote the qualities of effective teams
- Understand the verbal, nonverbal, and written communication essential to effective teamwork
- Discover the fine art of collaboration



1 hour

3 short courses



### Building a Team Culture

Recommended for all Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- Learn the different types of teams and team roles in the workplace
- Help teams in your workplace develop and grow
- Guide your teams through the process of making groups decisions
- Act as a facilitator within your workplace teams



1 hour

3 short courses





### Business Ethics

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

- Understand the importance of balancing business and personal ethics
- Recognize common ethical issues multifamily professionals may face
- Learn key strategies for making ethical decisions and avoiding unethical behavior

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 1 hour

4 short courses

🗣️ Offered in Spanish



### 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

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 1 hour

3 short courses



### Business Writing: Grammar Works

Recommended for All Onsite Management, Leasing & Corporate Team Members

- Learn the basics of clear writing
- Conquer common spelling and grammar mistakes
- Master the appropriate use of capitalization
- Discover the rules of punctuation
- Learn how to use proofreading to improve your accuracy

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 2 hours

7 short courses



## Conflict Resolution

Recommended for All Team Members — Corporate Personnel, 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

### Conflict Resolution

🕒 2 hour

3 short courses

### Conflict Resolution (Supervisor Version)

🕒 2 hour

4 short courses



## COVID-19 Series

### Basic Prevention and Preparation (Updated Aug 2020, in line with VA Requirements)

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

- **What is COVID-19 and How Does it Spread?** – Critical information enabling you to separate fact from fiction.
- **COVID-19 Prevention Strategies** – What to know about good hygiene and disinfecting surfaces
- **Social Distancing During the COVID-19 Outbreak** – What it means, and how it works in a service industry
- **Keeping Calm During the COVID-19 Outbreak** – Ways to reduce anxiety in a time of heightened stress

🕒 15 minutes

4 short courses



Offered in Spanish



## COVID-19 Series

### Cleaning Guidelines During COVID-19 (Updated Aug 2020, in line with VA Requirements)

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

- Learn the proper way to clean and disinfect different surfaces in your community, including surfaces you should disinfect before and after working in a resident's apartment home.
- Understand the latest guidance on what PPE to wear if you need to enter a resident's apartment home, and how to put on and remove PPE properly.

🕒 15 minutes

1 short course



Offered in Spanish



#### COVID-19 Series

### Confidentiality, Nondiscrimination, and ADA Compliance for Employers During COVID-19

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

- This course explains employers' rights and responsibilities during the COVID-19 outbreak.
- You will learn the definition of a pandemic, what constitutes a "direct threat," and how to remain ADA-compliant during these difficult times.



15 minutes    1 short course



#### COVID-19 Series

### Coronavirus and Affordable Housing: HUD Guidance

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

- The Department of Housing and Urban Development (HUD) has issued a good deal of guidance and expectations for multifamily housing professionals during the COVID-19 pandemic. In addition to devoting a page on their website to coronavirus news and fact sheets, they've also issued and are regularly updating a COVID-19 Q&A document.
- This course covers key areas of the Q&A document and offers a quick look at the guidance provided by other housing programs.



20 minutes    1 short course



#### COVID-19 Series

### Coronavirus and Affordable Housing: IRS and State Housing Agency Response

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

- The COVID-19 pandemic has caused a heavy financial burden for you and your residents. In this course, you will learn about some of the steps being taken by federal and state governments to alleviate this burden.
- This course covers the CARES Act, the IRS's response, state housing agency recommendations, and how it all applies to the Housing Credit and Bond program.



15 minutes    1 short course



#### COVID-19 Series

### Coronavirus and Affordable Housing: Resident Considerations

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

- In this course, you'll learn more about following the Fair Housing Act and the Violence Against Women Act.
- You will also learn how to prepare for and respond to other resident issues, like problems paying rent, noise complaints, and on-site COVID-19 cases.

🕒 10 minutes    1 short course



#### COVID-19 Series

### Cybersecurity in the COVID-19 Pandemic

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

In this course, you'll learn about recent COVID-19-related cyberthreats and tips for keeping your data and devices safe.

🕒 15 minutes    1 short course



#### COVID-19 Series

### Handling Service Requests Safely During COVID-19

Recommended for All Maintenance Team Members

This course covers how to respond to maintenance service requests in a way that helps minimize potential exposure to the novel coronavirus that causes COVID-19.

🕒 15 minutes    1 short course

🗣️ Offered in Spanish





#### COVID-19 Series

### How to be Productive and Happy While Working Remotely

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

- Find out what kind of tasks different team members may be asked to perform when practicing social distancing.
- Learn how to set yourself up for success when working remotely.

🕒 5 minutes      1 short course



#### COVID-19 Series

### How to Lead a Work-from-Home Team Successfully

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

Learn strategies to set up you and your team for success even as you social distance and work remotely.

🕒 10 minutes      1 short course



#### COVID-19 Series

### Making a Service Video Tutorial

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

Learn how to make maintenance video tutorials and upload them to YouTube for your residents to minimize potential exposure to the novel coronavirus that causes COVID-19

🕒 15 minutes      1 short course

🗣️ Offered in Spanish



#### COVID-19 Series

### Mask Use During the COVID-19 Outbreak

(Updated Aug 2020, in line with VA Requirements)

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

Masks are often mentioned as a method for slowing the spread of the coronavirus. However, questions about who should wear a mask, which mask to wear, and how and when to wear a mask abound. In this course, you'll learn more about mask selection and use.



15 minutes

1 short course



Offered in Spanish



#### COVID-19 Series

### Reopening Amenities During COVID-19

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

- This course is meant to be taken with Grace Hill's Cleaning Guidelines During COVID-19 course.
- Note that this course covers many amenities, but does not cover reopening swimming pools and spas. For more information on that topic, see Grace Hill's Reopening Swimming Pools and Spas During COVID-19 course.



10 minutes

1 short course



Offered in Spanish



#### COVID-19 Series

### Reopening the Leasing Office during COVID-19

(Updated Aug 2020, in line with VA Requirements)

Recommended for All Management & Leasing Team Members

In this course, you will learn about the changes and procedures that should be in place prior to reopening leasing offices, and how to encourage social distancing as we work to assume "new normal" operations.



5 minutes

1 short course



Offered in Spanish



#### COVID-19 Series

### Reopening Swimming Pools and Spas During COVID-19

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

- The apartment industry quickly adapted to the “new normal” when COVID-19 arrived in the U.S. Now that the curve has flattened in even the hardest-hit cities, the industry is preparing for life as stay-at-home orders are eased or lifted. Until there is a vaccine or treatment, it will not be business as usual.
- One of the things people across the country are thinking about now is how to safely reopen pools and spas. This course will help you make a plan for reopening your pools and spas in line with CDC guidelines.

🕒 15 minutes    1 short course



#### COVID-19 Series

### Using Empathy to Develop Meaningful Connections with Others

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

- To have empathy means to recognize, understand, and share the feelings of others. People who have high levels of empathy are better able to understand the perspectives of others and act with kindness and compassion. Understanding another person's perspective is an important skill in any workplace, but particularly in the property management industry where you are interacting with people every day.
- In this course, we'll explore what it means to show empathy and we'll look at some actions you can take to create stronger connections and improve relationships with coworkers, clients, and customers.

🕒 10 minutes    1 short course

🗣️ Offered in Spanish



#### COVID-19 Series

### Virginia COVID-19 ETS Training

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

- At the end of July, the Virginia Safety and Health Codes Board adopted a COVID-19 Emergency Temporary Standard (ETS) that applies to all employers and employees in the State of Virginia. This standard, 16VAC25-220, is intended to protect employers and employees from the spread of COVID-19.
- This course was created using supporting documentation provided by the Virginia Department of Labor and Industry (DOLI). It provides information about the ETS's anti-discrimination provisions and requirements for medium and lower exposure risk workplaces.

🕒 30 minutes    1 short course

🗣️ Offered in Spanish



## Creative Marketing Promotions

Recommended for All Onsite Management & Leasing Team Members

- 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

3 short courses



## Crisis Management: Prevention & Preparation

Recommended for All Onsite Management, Leasing & Corporate Team Members

- Learn how to assess your individual community's risk for various crises
- Discover methods for preventing or mitigating the impact of a disaster or emergency
- Develop strategies for preparing associates and residents for potential emergencies
- Access tips for developing various crisis management plans

🕒 1 hour

3 short courses



## 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

4 short courses





## 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

7 short courses



Offered in Spanish



## Customer Service 1: Be Proactive

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

- The importance of competence in strong customer service
- How to use positive language
- Strategies for keeping cool when conflict occurs
- Time management and negotiation tips and how to ask for feedback from customers



30 minutes

2 short courses



Offered in Spanish



## Customer Service 2: Be Professional

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

- How your community mission impacts your customer service
- Ways to improve your workplace confidence
- Steps to managing conflict at work
- The importance of hiring well and treating colleagues with respect



30 minutes

2 short courses



Offered in Spanish



### Customer Service 3: Be Prompt

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

- Why you should strive to greet customers immediately
- How to be responsive to your prospective and current residents' needs
- Strategies for explaining delays
- Considerations when evaluating community processes

🕒 15 minutes    1 short courses

🗣️ Offered in Spanish



### Customer Service 4: Be Personal

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

- How to showcase your personality and get to know your customers
- Understanding different customers' expectations
- How to demonstrate caring and empathy with prospective and current residents
- Strategies for improving your listening skills

🕒 15 minutes    1 short courses

🗣️ Offered in Spanish



### 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

🕒 1 hour    2 short courses

🗣️ Offered in Spanish



## Defeating the Mold Monster

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

4 short courses

🗨️ Offered in Spanish



## Diversity and Inclusion (Updated Jan 2020)

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

Diversity and Inclusion

🕒 1 hour

3 short courses

🗨️ Offered in Spanish

Diversity and Inclusion (Supervisor Version)

🕒 1 hour

3 short courses

🗨️ Offered in Spanish



Diversity, Equity, & Inclusion Course Series (DEI)

## Understanding Racism

Recommended for All Onsite and Corporate Team Members

- In U.S. workplaces, homes, and schools — and around the world — people are engaging in real conversations about race, justice, diversity, equality, and inclusion. That's a good thing, but only if conversations move to meaningful, systemic change — but it can be hard to know where to start.
- This course covers the basics of racism and systemic racism, and will help you recognize and correct misconceptions about race and racism.

🕒 30 minutes

1 short course



### Diversity, Equity, & Inclusion Course Series (DEI)

#### Recognizing and Responding to Microaggressions

Recommended for All Onsite and Corporate Team Members

- This course will help you to understand the negative effects microaggressions can have on people, and give you some practical strategies for identifying when and how to respond to them if they are targeted at you.
- You will also learn ways to avoid committing microaggressions and strategies to rectify the situation if you find you have.



1 hour

2 short courses



### Diversity, Equity, & Inclusion Course Series (DEI)

#### Recognizing and Overcoming Racial Bias

Recommended for All Onsite and Corporate Team Members

- This course will help you define and identify biases, particularly racial biases, and give you some practical strategies for overcoming them.
- You will also have an opportunity to take action and create stronger connections and improve your relationships with others.



1 hour

2 short courses



### Drug-Free Workplace

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

#### Drug-Free Workplace



1 hour

3 short courses



Offered in Spanish

#### Drug-Free Workplace (Supervisor Version)



1 hour

3 short courses





## Employee Coaching

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- Identify performance barriers and guide employees to overcome these hurdles
- Learn when to coach, and when not to
- 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      3 short courses



## Employee Engagement

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- Discover why employee engagement matters
- Learn the five levels of employee engagement
- Study personality's impact on motivation
- Be introduced to strategies for developing an engaged workforce

🕒 1 hour      3 short courses



## Employee Motivation

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- Learn the difference between extrinsic and intrinsic motivation
- Be introduced to common motivational theories, including the Hierarchy of Needs, Motivation-Hygiene Theory, Reinforcement Theory, and Expectancy Theory
- Study personality's impact on motivation
- Learn how to encourage growth and maximize motivators for each team member
- Address specific morale issues

🕒 1 hour      2 short courses



### Essential Skills for the New Supervisor

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- 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

2 short courses



### Fair Housing (TDHCA & DPOR approved)

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 and harassment
- Understand reasonable accommodations and modifications
- Master documentation and compliance strategies
- Explore and understand the complexities of applicant screening



2 hours

7 short courses



Offered in Spanish



### Fair Housing and Executive Order 13988

Recommended for All Office Team Members

Following an executive order and a HUD memorandum, the Fair Housing Act is now widely interpreted to prohibit discrimination based on sexual orientation and gender identity. In this short course, you'll learn more about what this means for you and your community.



5 minutes

1 short course



Offered in Spanish



## Fair Housing and Disparate Impact

Recommended for All Office Team Members

In this course, you will learn about HUD's standards concerning disparate impact and ways to reduce the risk of disparate impact claims at your community.

🕒 30 minutes    1 short course



## Fair Housing and Terms, Conditions, and Privileges

Recommended for All Office Team Members

In this course, you will learn how to offer the same terms, conditions, and privileges to everyone without regard to their membership in a protected class. You will also learn how to handle resident complaints and respond to third party harassment.

🕒 30 minutes    1 short course



## Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing

Recommended for All Office Team Members

In this course, you will learn about the barriers people who are deaf or hard of hearing often face when looking for housing. You will also learn how to take phone calls and communicate in person with people who are deaf or hard of hearing.

🕒 30 minutes    1 short course





## Fair Housing and Reasonable Accommodations and Modifications

Recommended for All Office Team Members

In this course, you will learn about reasonable accommodations and modifications. You will also learn how to respond to accommodation and modification requests, including requests for assistance animals.

🕒 30 minutes    1 short course



## Fair Housing for Maintenance (Updated Jan 2020)

Recommended for All Office 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    5 short courses

🗣️ Offered in Spanish



## Fair Housing II

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

- 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

*\*Suggested Prerequisites: "Leasing Series 1-4"*

🕒 2 hours    6 short courses

🗣️ Offered in Spanish





### 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

3 short courses



### Fundamentals of Golf Cart Safety

Recommended for All Maintenance Team Members

Learn basic golf cart safety practices to prevent accidents and keep you, your community and prospective residents safe



15 minutes

2 short courses



Offered in Spanish

**HD SUPPLY**  
FACILITIES MAINTENANCE

**HD Supply**

### A.O. Smith - Water Heater

Recommended for All Maintenance Team Members

This course covers how to conduct electrical measurements on both electrical and gas water heaters, a review of the residential gas and electric water heater, troubleshooting, and electronic/mechanical control.



2 hours




### HD Supply Conservation

Recommended for All Maintenance Team Members

This course covers maintenance techniques that can be used to help conserve power and water consumption in your community.

 1 hour


 Offered in Spanish




### HD Supply EPA Section 608

Recommended for All Maintenance Team Members

Just in time for summer, this course on EPA certification is designed for air conditioning and refrigerant technicians who must be certified in order to comply with Section 608 of the Federal Clean Air Act. Please note that this is NOT a certification.

 2 hours


 Offered in Spanish



### HD Supply Flooring Care

Recommended for All Maintenance Team Members

The course is an introduction to flooring care. It covers types of flooring, the four-step floor care system, equipment and tools needed for flooring care, and safety procedures.


 1 hour




### HD Supply Kitchen Appliance Repair Modern

Recommended for All Maintenance Team Members

An overview of how refrigerators, dishwashers, and gas and electric ranges work. This course also teaches how to diagnose and fix problems associated with common service requests.

 1 hour


 Offered in Spanish




### HD Supply Ladder Safety

Recommended for All Maintenance Team Members

Basic ladder safety is covered in this course, including how to choose a ladder, set up a ladder, and safely climb a ladder. This course is a good refresher after taking Ladder Safety 1: Best Practices and Ladder Safety 2: Choosing a Ladder.

 15 minutes

 Offered in Spanish





### HD Supply Lifting Safety

Recommended for All Maintenance Team Members

This quick, basic course reviews common injuries associated with lifting, and strategies to help you lift more easily and safely. For those who have purchased the Vision 2020 Safety Series, this course is a good refresher after taking Safety Series: Proper Lifting and Moving.

*If you have not already purchased our Safety Series and would like to do so, please let your account manager know!*

 15 minutes

 Offered in Spanish




#### HD Supply


### Make Ready Maintenance

Recommended for All Maintenance Team Members

Most appropriate for maintenance staff, this procedure-focused course is designed specifically to provide an overview of the discrete steps necessary for the make ready process, the punch out process, common repairs to complete before a new resident moves in, and preventive maintenance and conservation strategies.

*Note: This course may also serve as a maintenance refresher for non-maintenance personnel who have taken one course in Essentials: Preparing a Perfect Market Ready Apartment.*

 1 hour

 Offered in Spanish





#### HD Supply

### R-410A Introduction and Overview

Recommended for All Maintenance Team Members

Specific answers to questions about the change from R-22 to R-410A in all air conditioning systems that began January 1, 2010—including how the new refrigerant will be serviced and how to integrate these systems onto existing properties.

 1 hour

 Offered in Spanish





#### HD Supply

### Swimming Pool Maintenance

Recommended for All Maintenance Team Members

This course provides an overview of basic pool maintenance, including mechanical and chemical aspects of keeping a pool safe and clean. This course is not a replacement for Certified Pool Operator training and does not carry any national recognition, but it may be helpful if you are preparing for the CPO test.

 1 hour

 Offered in Spanish





## Hoarding

Recommended for All Management, Leasing & Maintenance Team Members

- Learn the definition, causes and signs of hoarding
- Discover potential health and safety hazards
- Understand how the federal Fair Housing Act protects hoarders

🕒 1 hour

3 short courses



## Human Trafficking in Rental Housing

Recommended for All Onsite Team Members

- Preventing human trafficking in rental housing is an important issue
- This course provides an in-depth look into human trafficking, including how it affects our industry and how apartment owners and operators can respond to suspected human trafficking situations
- You will learn what human trafficking is, its prevalence in the U.S., signs that apartment owners and operators can look for, and how to respond to a suspected human trafficking situation
- A state-specific version for Florida is available in English and Spanish

🕒 30 minutes

1 short course

🗨️ Offered in Spanish



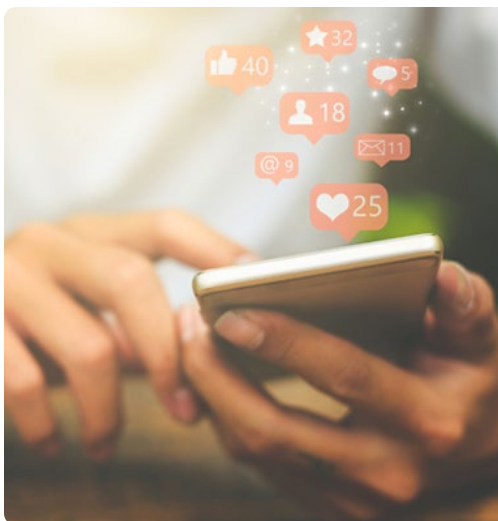
## Interviewing Skills

Recommended for All Onsite & Corporate Supervisor Positions

- Prepare for and evaluate interviews using an Interview Plan and Interview Evaluation Sheet
- Learn the right questions to dig deeper into a candidate's work experiences
- Utilize behavioral questions to dig deeper into a candidate's work experiences
- End interviews with the information you need to proceed with the hiring process

🕒 1 hour

3 short courses



## 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

3 short courses



## Ladder Safety 1: Best Practices (Updated Jan 2021)

Recommended for All Maintenance Associates & Supervisors

- Identify common hazards
- Hear about the OSHA rules you need to know
- Discover safety best practices

🕒 15 minutes

1 short course

🗣️ Offered in Spanish



## Ladder Safety 2: Choosing a Ladder (Updated Jan 2021)

Recommended for All Maintenance Associates & Supervisors

- Understand considerations and duty ratings
- Consider safety labels and inspections
- Learn proper ladder storage and how to identify defective ladders

🕒 15 minutes

1 short course

🗣️ Offered in Spanish



### Lead Poisoning Awareness (Updated Jan 2021)

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

- Learn where lead can be found and how it impacts the body
- Understand how communities are required to protect residents
- Discover how lead-safe work practices keep residents safe
- Learn how your employer is required to protect you from lead while you work
- Understand how you can keep yourself safe in areas with lead-based hazards



2 hours

6 short courses



Offered in Spanish



### Leadership: Profiles in Multifamily Housing

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- 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

5 short courses



### Leasing Series 1: Planning & Preparation

Recommended for All Management & Leasing Team Members

- Learn to embody your role as a Leasing Consultant, serving as an ambassador for new residents
- Ensure success in your role with simple steps
- Build and utilize a leasing kit
- Navigate sometimes tricky fair housing concerns



30 minutes

2 short courses





## Leasing Series 2: Inquiry to Appointment

Recommended for All Management & Leasing Team Members

- Learn to effectively respond to web-based inquiries
- Discover how to finesse telephone inquiries into an in-person meeting, even when your Leasing Center is busy
- Learn how to turn a walk-in customer into a touring prospective resident
- How to sell your apartment community and help prospective residents through the qualifying process

🕒 1 hour      4 short courses



## Leasing Series 3: Touring the Community

Recommended for All Management & Leasing Team Members

- Ensure your own personal safety while conducting community tours
- Properly prepare your grounds, amenities and models
- Learn to conduct a tour and orient your customer to the community
- Discover how to overcome objections and close the sale

🕒 30 minutes      2 short courses



## Leasing Series 4: Closing & Follow-up

Recommended for All Management & Leasing Team Members

- Discover how to tactfully invite a customer to sign a lease agreement using pre-closing techniques
- Move to secure a commitment and close the sale
- Follow up with prospective residents to increase your likelihood of securing a lease

🕒 30 minutes      2 short courses





## 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

3 short courses



## Marketing for Affordable Communities

Recommended for All Leasing Consultants & Supervisors at affordable housing communities

- Learn how to use demographics and competition evaluations throughout the marketing process
- Discover how to market your community using online tools, as well as more traditional approaches
- Develop outreach marketing tactics that will help your residents and generate exposure for your community
- Use our comprehensive sample marketing tools to improve your own performance



2 hours

6 short courses



## Marketing Principles for Multifamily Housing

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

- Make smart decisions about 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

7 short courses



## Performance Management

Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing, & Maintenance

- 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

3 short courses



## Preparing a Perfect Market Ready Apartment

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

4 short courses



Offered in Spanish



## Preventative Maintenance

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

- Understand considerations and duty ratings
- Consider safety labels and inspections
- Learn proper ladder storage and how to identify defective ladders



1 hour

3 short courses



Offered in Spanish



## 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      7 short courses



## Resident Retention

Recommended for All Team Members who supervise or aspire to do so, including Corporate Personnel, Management, Leasing & Maintenance

- 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

🕒 1 hour 30 minutes      5 short courses



## Sexual Harassment

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

- Recognize sexual harassment and how to respond.
- Learn about the different types of sexual harassment
- Keep your workplace free from sexual harassment using the strategies and skills presented
- Understand critical topics like anti-bullying, sex-based harassment and bystander intervention

**Sexual Harassment**  
Covers DE, IL, MD, ME, NY,  
& NYC requirements

🕒 1 hour 20 min  
4 short courses

**Sexual Harassment - CA**  
Timed for state-specific  
training requirement

🕒 1 hour 20 min  
4 short courses

**Sexual Harassment - CT**  
Timed for state-specific training  
requirement

🕒 2 hours  
6 short courses

🗣️ All Offered in Spanish





## Sexual Harassment (Supervisor Version)

Recommended for All Supervisors

- Recognize sexual harassment and how to respond.
- Learn about the different types of sexual harassment
- Keep your workplace free from sexual harassment using the strategies and skills presented
- Understand critical topics like anti-bullying, sex-based harassment and bystander intervention
- Receive state-specific training where required

### Sexual Harassment

🕒 1 hour 40 min  
5 short courses

### Sexual Harassment - CT

🕒 2 hours  
6 short courses

🗨️ All Offered in Spanish

### Sexual Harassment - CA

🕒 2 hours  
6 short courses

### Sexual Harassment - CT & NY

🕒 2 hours  
6 short courses



## Stress Management

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

- Learn how to recognize the signs and symptoms of stress
- Discover how stress impacts mental, physical, and emotional well-being
- Learn to build a positive, low-stress lifestyle
- Use the Triple A method to consciously manage daily stress
- Create a Stress Management Plan to help you through a major stress event

🕒 1 hour      3 short courses



## 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      3 short courses





## 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
- Explore techniques for making your follow-up contact stand out from the crowd



1 hour

4 short courses



## Virtual Leasing Series

### Introduction to Virtual Leasing

Recommended for All Onsite Leasing Positions

In this introductory course, you will learn about the benefits of virtual leasing, different approaches to virtual leasing, and how to ensure you continue to comply with fair housing laws when leasing virtually



20–25 minutes

3 short courses



## Virtual Leasing Series

### Conducting a Virtual Tour

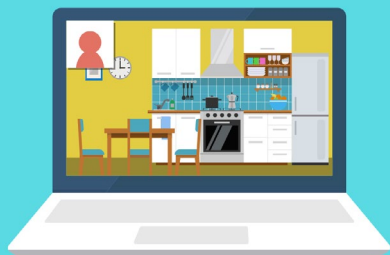
Recommended for All Onsite Leasing Positions

In this course, you will learn how to personalize a video tour for the best possible customer experience and how to conduct an effective virtual tour



20–25 minutes

3 short courses



### Virtual Leasing Series

## Technology Tools for Virtual Leasing

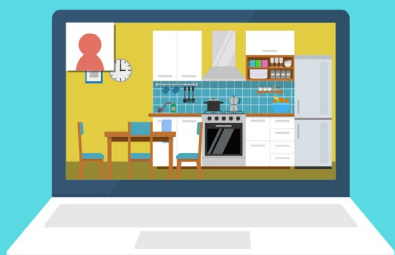
Recommended for All Onsite Leasing Positions

In this course, you'll learn about different technologies you can use to conduct virtual leasing, strategies for making sure your internet connection is reliable, and how to determine the virtual leasing approach that is best for each customer



20–25 minutes

1 short course



### Virtual Leasing Series

## Confidence in Virtual Leasing

Recommended for All Onsite Leasing Positions

In this course, you will learn about how your confidence level with the virtual leasing process can affect your customer's level of confidence in you, and you'll learn some strategies for overcoming some of the things that make many people uncomfortable with being on video



20–25 minutes

1 short course



## Workplace Harassment

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

- Learn how to identify harassment and discrimination
- Explore the differences between discrimination, harassment, and sexual harassment
- Learn how to promote respectful behavior among your co-workers
- Discover your role as a supervisor in preventing workplace harassment and promoting healthy peer interaction (Supervisor Version)

### Workplace Harassment



1 hour

3 short courses



Offered in Spanish

### Workplace Harassment (Supervisor Version)



1 hour

3 short courses



Offered in Spanish




#### Workplace Violence Series


### Understanding Workplace Violence

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

- Learn the information you need to identify the warning signs of workplace violence
- Understand your role in creating a safer workplace

 20 minutes

3 short courses

 Offered in Spanish




#### Workplace Violence Series


### Preventing Workplace Violence

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

- Part of the Workplace Violence Series
- Learn what actions to take to prevent or minimize violence and protect yourself in the event of a violent incident

 20 minutes

1 short course

 Offered in Spanish




#### Workplace Violence Series


### Active Shooter Awareness

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

- Part of the Workplace Violence Series
- Learn how to respond in the event of an active shooter and how to manage the consequences of an incident

 20 minutes

1 short course

 Offered in Spanish



### Quick Start Courses

Recommended for All Team Members Required

- Seven topics from Curb Appeal, to Make Ready Process, to Telephone Techniques
- Abbreviated versions of essential topics meant to jump start learning for your newest team members
- Especially useful as crash course training for employees newer to the industry
- All Quick Start courses are in English and Spanish



15 minutes each

1 short course each



Offered in Spanish



### 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



### Lunch & Learn

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

- Over two dozen topics focusing on Leadership and Maintenance
- Short 'YouTube' videos ranging 10 – 30 minutes in length
- Leadership topics inspire your supervisory personnel
- Maintenance topics are instructional videos to address common maintenance repairs





#### COVID-19 Webinar Series

### Better Together Under Pressure

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

- Timely recorded webinars developed in partnership with NAA.
- Feature subject matter experts from inside and outside the Multifamily industry.
- Cover a wide range of important Multifamily topics including virtual leasing, maintenance, legal risks and compliance, resident experience, leadership and virtual work.



#### GH OnAir

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

Short recorded webinars covering topics like Fair Housing, social media, and success in maintenance.



#### GH Webinars

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

- Recorded webinar sessions ranging from effective sales strategies to maintenance clinics.
- Webinars are hosted by industry experts and regularly audited for relevance.



## NAA Webinars & Mini-Webinars

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

- Recorded webinar sessions in partnership with NAA.
- Sessions cover practical strategies for adapting policy and procedure during the COVID-19 pandemic.



### **Fair Housing Booster** **Practicing Fair Housing**

- Scenario-based Practice - Reinforce
- Terms, Conditions and Privileges (Fair Housing)
- Leasing/Maintenance practice opportunity

Fair housing is an important and complex topic. As a multifamily professional, your everyday decisions, actions, and conversations all have a fair housing impact. There's a lot to remember and the stakes are high. In this booster, you'll have an opportunity to reinforce your fair housing knowledge with practice, using scenarios designed for leasing and maintenance teams.



### **Fair Housing Booster** **Criminal Background Checks**

- Show/Tell Video with Activity Sheet Questions - Reinforce
- Applicant Screening (Fair Housing)

You may be familiar with criminal background checks, but do you know how they relate to fair housing? This booster will reinforce your understanding of HUD's recommendations for applying criminal background checks fairly.



### **Fair Housing Booster** **Local Nuisance Ordinances**

- Show/Tell Video with Activity Sheet Questions - Reinforce
- Terms, Conditions and Privileges (Fair Housing)

Nuisance ordinances identify certain activities as "nuisances" and require property managers to either stop the nuisance behavior or face a penalty, such as a fine. But how do these ordinances relate to fair housing? This booster will reinforce your understanding of how local nuisance ordinances and fair housing law interact.



### **Fair Housing Booster** **Limited English Proficiency**

- Show/Tell Video with Activity Sheet Questions - Reinforce
- Discrimination (Fair Housing)

A big part of your job is communicating with customers, but what do you do when you and your customer speak different languages? This booster will reinforce your knowledge of HUD's recommendations for working with customers who have Limited English Proficiency.

# Compliance Refresher Courses

*(Updated Jan 2021)*

Compliance Refreshers from Grace Hill make it easier than ever for learners to keep their compliance knowledge current. These 30 – 45-minute booster versions of key compliance courses are updated annually with the latest legal developments and completely refreshed content to keep learners informed and engaged – quickly.

## Refresher Courses

- Fair Housing
- Drug-Free Workplace
- Drug-Free Workplace Supervisor
- Sexual Harassment
- Sexual Harassment Supervisor
- Workplace Diversity
- Workplace Diversity Supervisor
- Workplace Harassment
- Workplace Harassment Supervisor





## Assistance Animals in Multifamily Housing

Recommended for All Team Members

- Learn how federal laws regarding service and assistance animals apply to multifamily properties
- Practice strategies for handling accommodations requests related to assistance animals
- Discover what to do when you suspect a medical verification for an assistance animal is not legitimate

🕒 15 minutes    1 short course

🗣️ Offered in Spanish



## Bribery Awareness

Recommended for All Team Members

Bribery can be a problem in any industry, even multifamily housing. In this course, you'll learn how to recognize, respond to, and report bribery in the workplace.

🕒 15 minutes    1 short course



## Designing an Equitable Workplace Dress Code

Recommended for All Team Members

- Understand how to avoid common dress code mistakes
- Learn how to design a fair, equitable, and accommodating dress code

🕒 10 minutes    1 short course



## Fair Housing and Limited English Proficiency

Recommended for All Team Members

- Provides an overview of the Department of Housing and Urban Development (HUD) issued guidance about how the Fair Housing Act applies to people who are limited English proficient, or LEP
- Understand the basic definition of LEP and how it relates to protected classes under federal fair housing law
- Learn and practice strategies to ensure community policies and procedures aren't discriminatory against people based on their English language skills

🕒 15 minutes    1 short course



## Fair Housing and Local Nuisance Ordinances

Recommended for All Team Members

- Learn about guidance issued by the Department of Housing and Urban Development (HUD) to help housing providers understand how the Fair Housing Act applies to Local Nuisance Ordinances
- Learn how to avoid discriminating against survivors of domestic violence and persons in need of emergency services

🕒 30 minutes    1 short course



## Fair Housing and Social Media

Recommended for All Team Members

Learn and practice strategies for complying with fair housing law as you manage your community's social media

🕒 15 minutes    1 short course



## Fair Housing and the Violence Against Women Act

Recommended for All Team Members

- Learn about the Violence Against Women Act (VAWA) and the protections it grants survivors of domestic violence, dating violence, sexual assault, and stalking
- Understand how to apply HUD's regulations concerning VAWA

🕒 15 minutes    1 short course



## Marijuana at Work: What Employers Need to Know

Recommended for All Team Members

- Gain a working knowledge of the distinctions between marijuana and hemp
- Learn how contradictory federal and state laws relate to drug testing, employer responsibilities, and employee rights.

🕒 15 minutes    1 short course



## Reducing Risk through Policies and Procedures

Recommended for All Team Members

- Learn best practices for reviewing, maintaining, and implementing company policies and procedures
- Understand what risk is
- Explore how policies and procedures are important to communication and culture

🕒 15 minutes    1 short course



## Retaliation in the Workplace

Recommended for All Team Members

- Understand the purpose of anti-retaliation law and what constitutes retaliatory behavior
- Learn how to respond to retaliation

🕒 20 minutes    1 short course

🗣️ Offered in Spanish



## Retaliation in the Workplace for Supervisors

Recommended for All Team Members

- Understand what constitutes retaliatory behavior
- Learn practical strategies to avoid engaging in retaliation

🕒 20 minutes    1 short course

🗣️ Offered in Spanish



## The California Consumer Privacy Act

Recommended for All Team Members

- Learn about the new rules for CCPA compliance
- See how your organization can work to follow them.

🕒 15 minutes    1 short course





## Vehicle Safety

Recommended for All Maintenance Team Members

Over 6.8 million motor vehicle accidents a year occur in the U.S. Experts agree that many accidents are preventable. In this course, learn vehicle safety tips to help reduce the risk of causing an accident and make the roads safer for all.



15 minutes

1 short course



## Basic Maintenance Series

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

- 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

### Electrical

⌚ 2 hours  
5 short courses

### HVAC

⌚ 2 hours  
6 short courses

### Plumbing

⌚ 1 hour  
8 short courses

💰 An additional \$0.05 per unit, per month (min \$50.00 per month)



## Battling Bed Bugs

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  
4 short courses

🗨️ Offered in Spanish

💰 An additional \$0.02 per unit, per month (min \$20.00 per month)



## Cybersecurity Series

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

- 7 employee courses and 6 supervisor courses
- Learn strategies to protect personal information, avoid malware and prevent cyber attacks
- Topics include Issues in Property Management, Preventing Cyber Attacks and Social Engineering Scams, Avoiding Malware, Creating Strong Passwords, Protecting Data Devices and Documents, and Implementing a Strong Cybersecurity Strategy

⌚ Each title is 20 minutes

💰 \$0.05 for ≤1,000 units  
\$0.07 for ≥1,000 units



## Leadership Development Series

Recommended for All Team Supervisors

• **10 courses offered in this series:**

- Leadership Skills: Knowing your Role, Talking the Talk, Walking the Walk
- Generational Differences: The Multigenerational Workplace and Bridging the Gap
- Office Politics: Managing Office Politics and Office Politics & Professional Development
- Emotional Intelligence: Understanding Emotions, Managing Emotions, and Embracing Emotions



15 minutes  
1 short course each



Offered in  
Spanish



An additional \$0.05 per  
unit, per month (min  
\$50.00 per month)



## Maintenance and the Resident Experience

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

- Why maintenance matters to retention
- How to perfect your maintenance process
- Ways to enable maintenance success



1 hour  
3 short courses



Offered in  
Spanish



An additional \$0.02 per  
unit, per month (min  
\$20.00 per month)



## Reputation Management 1: Introduction to Reputation Management

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

In this course you will learn about what makes up your community's online reputation. You will also learn how your online reputation influences apartment seekers and why it is so important to monitor and manage the online "conversation" about your community.



10 mins  
1 short courses



An additional \$0.02 per  
unit, per month (min  
\$20.00 per month)



## Reputation Management 2: The Impact of Online Reviews

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

- In this course you will learn about the importance of your online reputation as one of the first exposures customers have to your community.
- You will also learn how your online reputation can impact the decision-making of apartment seekers as well as get practice looking up reviews of your community online.



10 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)



## Reputation Management 3: Reputation and Customer Service

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

- In this course you will learn about proactive and reactive behaviors and how to compare and contrast the two.
- You will also learn the benefits of ongoing proactive customer service strategies and how implementing them can help you create great customer experiences, and positively impact your reputation.



15 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)



## Reputation Management 4: Using Data to Elevate the Resident Experience

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

- In this course you will learn about gathering resident feedback through regular surveys at different moments during the resident experience at your community.
- You will also learn how to listen to feedback, take action, and communicate to your residents about the actions you've taken.



10 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)





### Reputation Management 5: Monitoring Reviews

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

- In this course you will learn about the importance of both monitoring and responding to online reviews about your community.
- You will also learn about different tools and techniques you and your company can implement to monitor reviews, and why it's important to consistently monitor changes and trends in reviews.



10 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)



### Reputation Management 6: Responding to Reviews

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

- In this course, you will learn the importance of responding to all online reviews (both positive and negative) and that reviews provide you valuable information about what's working (and not working) at your community.
- You will also learn how to write personalized, professional, polite responses which are tailored to address the specific content of each review.



15 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)



### Reputation Management 7: Review Generation

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

- In this course you will learn how to identify opportunities to ask customers to post online reviews and ways to do so.
- You will also learn about important rules and guidelines that govern asking for online reviews which prevent unfair, deceptive, or fraudulent practices.



15 mins  
1 short courses



An additional \$0.02 per unit, per month (min \$20.00 per month)



### The Leasing Team's Role in Reputation Management

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

- In this course you will learn about what makes up your community's online reputation and how it influences apartment seekers.
- You will also learn ways that you can take a proactive stance toward improving your residents' experience, encouraging loyalty, and reducing resident turnover, all of which will result in more positive reviews.

🕒 15 mins  
1 short courses

💰 An additional \$0.02 per unit, per month (min \$20.00 per month)



### The Maintenance Team's Role in Reputation Management

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

- In this course you will learn about what makes up your community's online reputation and how it influences apartment seekers.
- You will also learn about many different touchpoints in your day-to-day work life where you can make a difference in the resident experience, encourage loyalty, and reduce resident turnover.

🕒 15 mins  
1 short courses

💰 An additional \$0.02 per unit, per month (min \$20.00 per month)



### Risk Management Series

Recommended for Associates & Supervisors

- 8 courses offered in this series
- Risk Management: Risk Assessment, Protecting People, Protecting Property, and OSHA Compliance

🕒 15 minutes  
1 short course each

🗣️ Offered in Spanish

- Crisis Management: Emergency Prevention, Emergency Preparation, Response, and Crime Awareness and Prevention

🕒 15-30 minutes each  
1-3 short courses each

🗣️ Offered in Spanish

💰 An additional \$0.05 per unit, per month (min \$50.00 per month)



### Safety Series

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

- 17 courses offered in English and Spanish
- The new series includes content around the top risk drivers for multifamily safety issues, as provided by our partner Alliant
- Understand how to implement best safety practices in your workplace from the only Multifamily Industry-specific safety training available
- Topics include Bloodborne Pathogens, Electrical Hazards, Lockout Tag out, Hazard Communication, OSHA Recordkeeping Requirements, Pandemic Influenza, Fire Prevention, Heat Stress, and more



Each title is 30 minutes or less



Offered in Spanish



An additional \$0.05 per unit, per month (min \$50.00 per month)



### Tax Credit Essentials

Recommended for All Leasing Associates & Supervisors on a property with tax credit units

- We've partnered with Elizabeth Moreland Consulting, Inc. and the Housing Credit Training Center to provide the essential education and tools to prevent non-compliance, and establish best practices for success
- Learn how the Low Income Housing Tax Credit Program works and how to determine eligibility
- Find out everything you need to know when calculating income eligibility under the Low Income Housing Tax Credit Program
- Learn about special rules and how to apply them in real world situations



20-40 mins each  
22 short courses



Offered in Spanish



An additional \$0.05 per unit, per month (min \$50.00 per month)



### Tax Credit Essentials

#### Industry Update: 2021 Income Limits Released

Recommended for All Leasing Associates & Supervisors on a property with tax credit units

- This short booster explains the information in the attached document in course form for easy assignment and tracking.



10 minutes  
1 short course




#### Tax Credit Essentials

### Tackling Income Limit Implementation

Recommended for All Leasing Associates & Supervisors on a property with tax credit units

- This 15-minute short course offers an overview of income limits and how to apply them. In the future, we recommend this course be assigned each March, before the release of income limits.

 15 minutes  
1 short course