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SCIENCE-BASED E-LEARNING COURSEWARE FOR IMPROVED PERFORMANCE.

We've applied the latest advancements in learning science to the most comprehensive library of training courseware 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.

COURSE FEATURES FOR YOUR NEEDS AND YOUR PEOPLE.

Self-paced learning with shorter learning modules

Interactive content, video instruction and real life scenarios

Mobile - accessible

Refreshed content, examples and practice scenarios

Downloadable and writable workbooks

Test-out Option: our courses are built with an accelerated track for experienced learners

Spanish Version: Because we care about making training accessible

Contemporary look-and-feel

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HR & COMPLIANCE

- **ES** Asbestos Awareness
- Business Ethics
- **ES** Defeating the Mold Monster
- **ES** Drug Free Workplace
  - **SUPERVISOR VERSION** Drug Free Workplace
- **ES** Fair Housing
- **ES** Fair Housing II
- Hoarding
- **ES** Lead Poisoning Awareness
- **ES** Sexual Harassment
  - **SUPERVISOR VERSION** Sexual Harassment
  - **SUPERVISOR VERSION** Sexual Harassment - CA
- **ES** Workplace Diversity
- **ES** **SUPERVISOR VERSION** Workplace Diversity
- **ES** Workplace Harassment
  - **SUPERVISOR VERSION** Workplace Harassment
- **ES** Fair Housing For Maintenance

CUSTOMER SERVICE

- Customer Relationship Management
- **ES** CUSTOMER SERVICE SERIES
  - 1 Be Proactive
  - 2 Be Professional
  - 3 Be Prompt
  - 4 Be Personal

MAINTENANCE

- LADDER SAFETY SERIES
  - **ES** 1 Best Practices
  - **ES** 2 Choosing a Ladder
- Maintenance For Office Staff
- **ES** Preparing a Perfect Market Ready Apartment
- **ES** Preventative Maintenance

+30

* Along with our courses, you'll have access to 30 webinars on hot topics in the industry

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MANAGEMENT & LEARDERSHIP

Customer Relationship Management

Building a Team Culture

Conflict Resolution

SUPERVISOR VERSION Conflict Resolution

ES Dealing with Difficult People

Employee Coaching

Employee Engagement

Employee Motivation

Essential Skills for the New Supervisor

Interviewing Skills

Leadership: Profiles in Multifamily Housing

Performance Management

Property Management Financials

PROFESSIONAL DEVELOPMENT

Being a Team Player

Business Etiquette

Business Writing: Grammar Works

Crisis Management: Prevention & Preparation

Stress Management

Time Management

MARKETING

Creative Marketing Promotions

Curb Appeal

Marketing for Affordable Communities

Marketing Principles for Multifamily Housing

Traffic Generation

SALES & LEASING

Advanced Closing Techniques

Advanced Leasing

Advanced Telephone Techniques

Follow-Up Techniques

Introduction to Social Media

Resident Retention

LEASING SERIES

1 Planning & Preparation

2 Inquiry to Appointment

3 Touring the Community

4 Closing & Follow Up

QUICK START SERIES

1 Curb Appeal

2 Customer Service

3 Resident Retention

4 Internet Marketing

5 Make Ready Process

6 Onsite Sales

7 Telephone Techniques

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LOW INCOME HOUSING CREDIT (LIHTC)

LIHTC SERIES

1. LIHTC Program Introduction
2. LIHTC Acronyms Definitions & Resources
3. Prepare for Audit
4. App & Verif Process
5. Household Composition
6. Income - Overview
7. Employment Income
8. Self-Employment Income
9. Social Security & TANF Income
10. Child Support Income
11. Unemployment & Workers Comp Income
12. Student Financial Assistance Income
13. Military Pay Income
14. Assets - Overview
15. Cash Banking & Retirement
16. Real Estate
17. Full-time Students

* Micro-Courses Available

MANAGEMENT & LEADERSHIP ELECTIVE PACKAGE

EMOTIONAL INTELLIGENCE SERIES

1. Understanding Emotions
2. Managing Emotions
3. Embracing Emotions

GENERATIONAL DIFFERENCES SERIES

1. The Multigenerational Workplace
2. Building a Bridge

LEADERSHIP SKILLS SERIES

1. Knowing Your Role
2. Talking the Talk
3. Walking the Walk

OFFICE POLITICS SERIES

1. Managing Office Politics
2. Office Politics & Professional Development

MARKETING COURSE ELECTIVE

Reputation Management

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SAFETY SERIES

SAFETY SERIES

- ES Applying Electrical Standards
- ES Bloodborne Pathogens
- ES Fire Prevention & Safety
- ES Hand and Power Tool Safety
- ES Hazard Communication
- ES Heat Stress
- Human Element
- ES Lockout Tagout
- OSHA 300 - OSHA Recordkeeping Requirements
- Pandemic Influenza
- ES PPE00 - Personal & Protective Equipment Overview
- ES PPE01 - Introduction
- ES PPE02 - Head Protection
- ES PPE03 - Eye and Face Protection
- ES PPE04 - Hand & Arm Protection
- ES PPE05 - Body Protection
- ES PPE06 - Foot Protection
- ES PPE07 - Hearing Conservation
- ES PPE08 - Respiratory Protection
- ES PPE09 - Electrical Protective Devices
- ES PPE10 - Levels of Protection & Protective Gear
- ES Preventing & Addressing Electrical Violations
- ES Preventing Back Injury
- ES Preventing Slips, Trips & Falls
- ES Recognizing Electrical Hazards
- ES Safety & You - Supervisors
- ES Safety Orientation
- ES Using Electrical Safety Programs

MAINTENANCE COURSE ELECTIVES

- ES Maintenance & the Resident Experience
- Basic Electrical
- Basic HVAC
- Basic Plumbing
- ES Battling Bed Bugs

RISK MANAGEMENT ELECTIVE PACKAGE

ES RISK MANAGEMENT SERIES

1. Risk Assessment
2. Protecting People
3. Protecting Property
4. OSHA Compliance

ES CRISIS MANAGEMENT SERIES

1. Emergency Prevention
2. Emergency Preparation
3. Response
4. Crime Awareness & Prevention