

Course List

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



Contemporary look + fee



Available in Spanish



Refreshed content, examples and practice scenarios



Downloadable and writable workbooks



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

HR + Compliance

- ES Asbestos Awareness
- Business Ethics
- ES Defeating the Mold Monster
- ES Drug Free Workplace
 - Supervisor Version
- ES Fair Housing
- ES Fair Housing II
- Hoarding
- ES Lead Poisoning Awareness
- ES Sexual Harassment
 - Supervisor Version
 - CA Version
- ES Workplace Diversity
 - Supervisor Version
- ES Workplace Harassment
 - Supervisor Version
- 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

ES Ladder Safety Series

1. Best Practices
2. Choosing a Ladder

Maintenance for Office Staff

- ES Preparing a Perfect Market Ready Apartment
- ES Preventative Maintenance

Marketing

Creative Marketing Promotions

Curb Appeal

Marketing for Affordable Communities

Marketing Principles for Multifamily Housing

Traffic Generation

Courseware


Management + Leadership

Customer Relationship Management

Building a Team Culture

Conflict Resolution

Supervisor Version

 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

Sales + Leasing

Advanced Closing Techniques

Advanced Learning

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

Courseware

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 ELECTIVES

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


Maintenance ELECTIVES

 Maintenance + the Resident Experience

Basic Electrical

Basic HVAC

Basic Plumbing

 Battling Bed Bugs

Electives

Safety Series

ELECTIVES

- 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 + 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

Safety Series continued

- 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

Risk Mangement

ELECTIVES

- 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

Marketing

ELECTIVES

Reputation Management

Electives

grace hill

The Leader In Online Property Management Training