

THE GRACE HILL COURSE CATALOG

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We have **126**
FULL COURSES

and **350**
SHORT COURSES

Every short course
can be completed in



Compliance



Leasing



Maintenance



Management



30 – 45

minute versions of key compliance
courses help learners quickly update
their knowledge and meet
annual requirements



new short course a quarter
on a hot compliance topic

Courses designed to engage learners



BITE-SIZED LEARNING



SCENARIO-BASED
QUESTIONS



VOICE NARRATION,
VIDEO AND ANIMATION



MOBILE ACCESSIBILITY



INTERACTIVE, REAL-LIFE
PRACTICE SCENARIOS



ENGLISH & SPANISH
COURSES

ESSENTIAL COURSES


Included in our Unlimited Training Subscription



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

 1 hr
2 short courses


** Suggest Prerequisites
"Leasing Series 1 - 4"



Advanced Leasing: Secrets of Leasing Leaders

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

 1 hr
3 short courses


** Suggest Prerequisites
"Leasing Series 1 - 4"



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

 2 hrs
3 short courses


** Suggest Prerequisites
"Leasing Series 1 - 4"



Asbestos Awareness

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 hrs
6 short courses



Being a Team Player

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

 1 hr
2 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 hr
3 short courses

ESSENTIAL COURSES


Included in our Unlimited Training Subscription



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

 1 hr
4 short courses



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 hr
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

 2 hrs
7 short courses




Conflict Resolution

(also available in Supervisor Version)

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


 Employee: 1 hr, 3 short courses
Supervisor: 1.5 hrs, 4 short courses



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 hr
3 short courses



Crisis Management: Prevention & Preparation

(also available in Spanish)

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

- 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 hr
3 short courses

ESSENTIAL COURSES


Included in our Unlimited Training Subscription



Curb Appeal

Recommended for All 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 hr
4 short courses



Customer Relationship Management

Recommended for All 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 hrs
7 short courses



Customer Service 1: Be Proactive (also available in Spanish)

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

- The importance of competence to 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 mins
3 short courses



Customer Service 2: Be Professional (also available in Spanish)

Recommended for All 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 mins
2 short courses



Customer Service 3: Be Prompt (also available in Spanish)

Recommended for All 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 mins
1 short course



Customer Service 4: Be Personal (also available in Spanish)

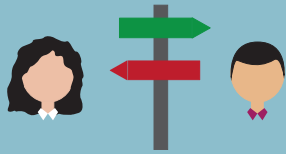
Recommended for All Team Members – Management, Leasing, & Maintenance

- 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 mins
1 short course

ESSENTIAL COURSES


Included in our Unlimited Training Subscription

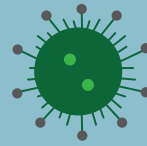


Dealing with Difficult People

Recommended for All 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 hr
2 short courses



Defeating the Mold Monster (also available in Spanish)

Recommended for All 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 hr
4 short courses



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 hr
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 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 hr
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 hr
3 short courses



Employee Motivation

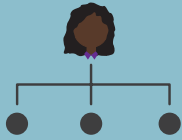
Recommended for All Team Members who supervise others or aspire to do so, including Corporate Personnel, Management, Leasing, & Maintenance

- 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 hr
2 short courses

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, 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 hr
2 short courses



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 hrs
9 short courses

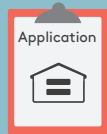


Fair Housing for Maintenance (also available in Spanish)

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 hr
5 short courses



Fair Housing II

Recommended for All Onsite Team 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

 2 hrs
6 short courses


** Suggest Prerequisites
"Leasing Series 1 - 4"



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 hr
3 short courses



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 hr
3 short courses

ESSENTIAL COURSES


Included in our Unlimited Training Subscription



Interviewing Skills

Recommended for All Supervisors

- 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 hr
3 short courses




Introduction to Social Media

(also available in Spanish)

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 hr
3 short courses



Ladder Safety 1: Best Practices

(also available in Spanish)

Recommended for All Maintenance Associates & Supervisors

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


 15 mins
1 short course



Ladder Safety 2: Choosing a Ladder

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 mins
1 short course




Lead Poisoning Awareness

(also available in Spanish)

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 hrs
6 short courses



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 hr
4 short courses

ESSENTIAL COURSES

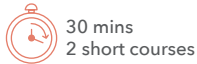
Included in our Unlimited Training Subscription



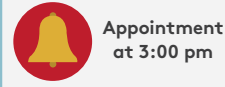
Leasing Series 1: Planning & Preparation

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



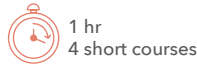
30 mins
2 short courses



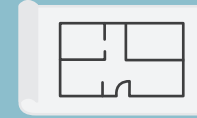
Leasing Series 2: Inquiry to Appointment

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 hr
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



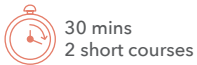
30 mins
2 short course



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



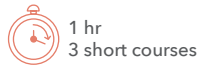
30 mins
2 short courses



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



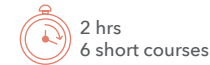
1 hr
3 short courses



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 hrs
6 short courses

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 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

 1 hr
3 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 hr
3 short courses



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


 15 mins
1 short course



Preventative Maintenance (also available in Spanish)

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 hr
3 short courses



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 hrs
7 short courses



Resident Retention

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

- Discover why resident retention is so important
- Learn practical steps for impressing new residents and retaining current residents
- Uncover the most common concerns of residents nationwide and how to address them
- Practice methods for evaluating retention programs

 1.5 hrs
5 short courses

ESSENTIAL COURSES

Included in our Unlimited Training Subscription



Sexual Harassment

(also available in Spanish, Supervisor, & California Supervisor Versions)

Recommended for All Team Members – Corporate Personnel, 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 harassments
- Keep your workplace free from sexual harassment using the strategies and skills conveyed here

Employee & Supervisor



1.5 hrs
4 short courses

California Supervisor



2 hrs
1 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 wellbeing
- 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 hr
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 task 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 hr
4 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 hr
4 short courses

**Suggest Prerequisites
“Fair Housing”



Workplace Diversity

(also available in Spanish & 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



Associate: 1 hr, 3 short courses
Supervisor: 1.5 hrs, 4 short courses



Workplace Harassment

(also available in Spanish & Supervisor Version)

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

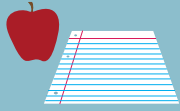
- Learn how to identify harassment and discrimination
- Explore the differences between discrimination, harassment, and sexual harassment
- Learn how to promote respectful behavior among your co-workers
- Discover your role as a supervisor in preventing workplace harassment and promoting healthy peer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



Associate: 1 hr, 4 short courses
Supervisor: 1.5 hrs, 4 short courses

ESSENTIAL COURSES

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Lunch & Learn

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

- Multiple 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



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



Quick Start Courses

Recommended for All Team Members Required

- Multiple 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



Each 10 mins
1 short course

Compliance Refresher Courses

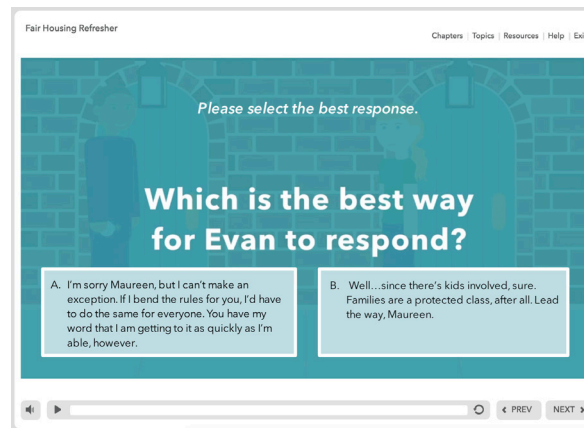
Included in our unlimited training subscription

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**

Coming soon**



COMPLIANCE PLUS MINI COURSES

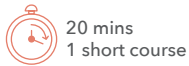
Our long-time partnership with legal experts in the property management industry has made Grace Hill the leader in compliance courseware. We bring that insider expertise directly to you with Compliance Plus in a variety of ways, including quarterly mini-courses for Gold and Platinum-Level Vision customers.



Fair Housing and Limited English Proficiency

Recommended for All Team Members

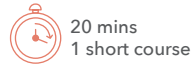
- Provides an overview of the Department of Housing and Urban Development (HUD) issued guidance about how the Fair Housing Act applies to people who are limited English proficient, or LEP.
- Understand the basic definition of LEP and how it relates to protected classes under federal fair housing law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



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



Fair Housing for Social Media

Recommended for All Team Members

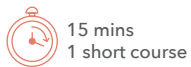
- Learn and practice strategies for complying with fair housing law as you manage your community's social media



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



ELECTIVE COURSES

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 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 Basing 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 hrs, 5 short courses
 HVAC: 2hrs, 6 short courses
 Plumbing: 2 hrs, 8 short courses



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



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 hr
 4 short courses



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



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 mins each
 1 short course each



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



Low Income Housing Tax Credit (LIHTC Series)

Recommended for All LIHTC Leasing Associates & Supervisors

- We've partnered with Karen Graham to provide the essential education and tools to prevent non-compliance, and establish best practices for success
- Choose between 17 full online courses or 80 individual micro-courses for new hires or seasoned professionals
- Comprehensive, up-to-date education available for NAA's Continuing Education Credits
- Quick Quiz for testing and reinforcing employee knowledge
- Instant access to helpful forms, checklists, and worksheets



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



Maintenance and the Resident Experience (also available in Spanish)

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

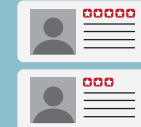
- Why maintenance matters to retention
- How to perfect your maintenance process
- Ways to enable maintenance success



1 hr
 3 short courses



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



Reputation Management

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

- Define your purpose and plan to create a consistent, strategic reputation management process
- Learn how website visitors use and elevate online ratings and reviews
- Use search engines, ratings and review sites, and social media to build and nurture your reputation
- Respond to reviews to leverage positive feedback and change negative public perceptions



1.5 hrs
 4 short courses



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

ELECTIVE COURSES

Available as optional additions to our Unlimited Training Subscription




Risk Management Series

(also available in Spanish)


Recommended for Associates & Supervisors

• 8 courses offered in this Series

- Risk Management: Risk Assessment, Protecting People, Protecting Property, and OSHA Compliance

 15 mins
1 short course each

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

 15-30 mins each
1 & 2 short courses



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

• 28 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
15 mins - 1 hr



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