



Vision Catalog - Essentials

Our Essentials courses are precisely what you need for your multifamily training program. These courses are available to all Vision clients to build the foundational skills for successful employees.

Our **Essentials** courses are exactly what you need for your multifamily training program. We've taken the guesswork out of building the foundational skills for successful employees. This bundle of courses is available to all Vision clients, though you should also check out our [optional Electives course bundles](#)!

The Vision LMS **Essentials** course catalog takes your training program beyond basic compliance. Start onboarding novice employees and build confidence fast using our Quick Start courses. Build basic multifamily skills and ensure compliance with many courses included in this catalog. Whatever the structure of your team, the **Essentials** courses give you a perfect foundation for your training program.

Browse through the categories below for more details. Each category will display the related courses with full descriptions and course lengths.

Course Versions

8 Dimensions of Wellness Series

Wellness is a broad concept and means different things to different people. By examining the convergence of various internal and external dimensions that comprise holistic wellness, you can see how the interplay of each dimension impacts your overall wellness and actively works toward improving it.

Duration 0 Hours 40 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
8 Dimensions of Wellness Series

Duration 0 hours 40 minutes

Active Shooter Awareness

Active shooter situations are becoming more and more common. This course is designed to help you plan your response in the event of an active shooter situation at your workplace. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
Active Shooter Awareness

Duration 0 hours 20 minutes

Active Shooter Awareness - Spanish

Duration 0 hours 20 minutes

Advanced Closing Techniques

Grow your closing skills as you master fundamental and advanced closing techniques. Apply your closing skills and knowledge as you compete in a quiz-show style game to earn the title of The Closer! Recommended for all associates and supervisors.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Closing Techniques

Duration 0 hours 30 minutes

Advanced Leasing

Expand and enhance your leasing skills, and become a Leasing Leader. Includes resolving objections, a four-step approach to closing, and follow-up skills.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Leasing

Duration 2 hours 0 minutes

Advanced Telephone Techniques

Learn how to offer exceptional service to your residents and prospective residents over the phone.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Telephone Techniques
Duration 2 hours 0 minutes

Asbestos Awareness

Even though new use of asbestos was banned in 1989, more than 1.3 million workers still face significant asbestos exposure risk on the job. This course covers basic asbestos repair techniques as well as guidelines for asbestos removal.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Asbestos Awareness
Duration 2 hours 0 minutes

Asbestos Awareness - Spanish
Duration 2 hours 0 minutes

Being a Team Player

Whatever your job title, teams are essential to the operation of any apartment community. You need to hone your skills as a team player in order to succeed in the workplace!

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Being a Team Player
Duration 1 hour 0 minutes

Booster: De-Escalating Conflict

Anyone can learn de-escalation skills, but they take some practice to master. In this booster, you'll learn some ways to respond to confrontation in a constructive and positive manner.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Booster: De-Escalating Conflict
Duration 0 hours 5 minutes

Booster: Practice in De-Escalating Conflict

You'll see some scenarios where a conflict between two people is escalating, then you'll implement some of the strategies you've learned to help avoid a more serious conflict.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Booster: Practice in De-Escalating Conflict
Duration 0 hours 5 minutes

Build a Positive Work Environment Series

When it feels like every day is one long thunderstorm of negative residents, coworkers and situations, and you feel your mood and your health starting to suffer, it's time to do something. You can choose to increase positivity by using the strategies and ideas in this course. And the best news? Even small positive choices can spiral upward to transform not just your day but your team and community as well.

Duration 0 Hours 40 Minutes

Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Build a Positive Work Environment Series
Duration 0 hours 40 minutes

Build a Positive Work Environment Series for Supervisors

Increasing team positivity makes your workplace a more productive and pleasant place to be. Even small positive choices can spiral upward to transform not just each day but your community as well. This course for supervisors addresses successfully leading your team to creating a more positive work environment.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Build a Positive Work Environment Series for Supervisors
Duration 0 hours 45 minutes

Building a Team Culture

As a leader in your workplace, you are an integral part of creating a team culture. A healthy, team-oriented culture promotes higher levels of productivity and customer satisfaction, as well as lower rates of turnover among associates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Building a Team Culture
Duration 1 hour 0 minutes

Business Ethics

A strong ethical foundation is an important business tool with that benefits everyone! Learn key strategies for making ethical decisions and avoiding unethical behavior. Recommended for all associates and supervisors

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee All
Languages English, Spanish

Course Versions
Business Ethics
Duration 1 hour 0 minutes

Business Ethics - Spanish
Duration 1 hour 0 minutes

Business Etiquette

Master the essentials of good etiquette in order to be as successful as possible in your interactions with customers and colleagues.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Business Etiquette
Duration 1 hour 0 minutes

Business Writing: Grammar Works

The ability to write clearly and correctly is a fundamental requirement for success in today's business world.

Duration 2 Hours 0 Minutes
Package Essentials

NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions

Business Writing: Grammar Works

Duration 2 hours 0 minutes

Bystander Intervention for Chicago Employees

Understanding when and how you can safely and positively intervene in harassment situations can help to build a workplace culture that discourages harassment and encourages coworkers to support one another in difficult situations. In this course, you will learn the basics about sexual harassment, the value of bystander intervention, how to know when to intervene, and some intervention strategies that can have a positive influence on potentially harmful workplace interactions. This one-hour course meets the annual bystander intervention training requirement for Employees and Supervisors in Chicago. Employees and Supervisors who successfully complete this course and Grace Hill's Sexual Harassment or Sexual Harassment for Supervisors course will be in compliance.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee All
Languages English

Course Versions

Bystander Intervention for Chicago Employees

Duration 1 hour 0 minutes

Chicago Sexual Harassment Prevention Supplement

As of July 1, 2022, the city of Chicago requires annual sexual harassment prevention training for all employees. This course was created to help employees who work in Chicago meet this requirement. This is a supplemental course. Employees who successfully complete this course and Grace Hill's Sexual Harassment and Bystander Intervention courses will be in compliance.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Chicago Sexual Harassment Prevention Supplement

Duration 0 hours 5 minutes

Chicago Sexual Harassment Prevention Supplement - Spanish

Duration 0 hours 5 minutes

Chicago Sexual Harassment Prevention Supplement (Supervisor Version)

As of July 1, 2022, the City of Chicago requires supervisors to have a minimum of two hours of sexual harassment prevention training annually. This supplemental course was created to help supervisors meet Chicago's new training requirements. Supervisors who successfully complete this course and Grace Hill's Sexual Harassment and Bystander Intervention courses will be in compliance.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions

Chicago Sexual Harassment Prevention Supplement (Supervisor Version)

Duration 0 hours 20 minutes

Chicago Sexual Harassment Prevention Supplement (Supervisor Version) - Spanish

Duration 0 hours 20 minutes

Cleaning Guidelines During COVID-19

In this short course, you will 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. You'll also learn about 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. Last updated 5/24/2022

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Cleaning Guidelines During COVID-19

Duration 0 hours 15 minutes

Cleaning Guidelines During COVID-19 - Spanish

Duration 0 hours 15 minutes

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

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. This course was last updated on 4/8/2022.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English

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

Duration 0 hours 15 minutes

Conflict Resolution

Learn 4 ways to respond to any conflict, and when to use each approach; improved listening skills; negotiation techniques; how to make yourself clear; and how to work with a co-worker to solve a disagreement together.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Conflict Resolution

Duration 2 hours 0 minutes

Conflict Resolution (Supervisor Version)

Learn 4 ways to respond to any conflict, and when to use each approach; improved listening skills; negotiation techniques; how to make yourself clear; how to work with a co-worker to solve a disagreement together;

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Conflict Resolution (Supervisor Version)

Duration 2 hours 0 minutes

COVID-19: Basic Prevention and Preparation

This course provides a short introduction to COVID-19. You'll learn what COVID-19 is and how it spreads, basic prevention strategies you should be using every day, how to practice social distancing and how to help encourage your residents to practice social distancing, and strategies to help you and your residents stay calm during this difficult time. Updated 12/29/2021

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
COVID-19: Basic Prevention and Preparation
Duration 0 hours 10 minutes

COVID-19: Basic Prevention and Preparation - Spanish
Duration 0 hours 10 minutes

Creative Marketing Promotions

In this course, you will learn how to use promotion to generate consumer interest in your product through advertising, personal selling, direct marketing, public relations, and salespeople.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Creative Marketing Promotions
Duration 1 hour 0 minutes

Crisis Management: Prevention & Preparation

Proper planning is the most important step to preventing crises at your community. All communities need to adopt prevention strategies, as well as plans for handling emergencies or natural disasters. This course is approximately one hour in length.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English

Course Versions
Crisis Management: Prevention & Preparation
Duration 1 hour 0 minutes

Curb Appeal

Learn how to heighten the appeal of your landscaping, signage, flags, lighting, and building exteriors. Follow our tips for making your Leasing Center, amenities, models, and mini-models attractive and inviting.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Curb Appeal
Duration 1 hour 0 minutes

Customer Relationship Management

Customer Relationship Management is a customer-focused business philosophy that emphasizes personalized service to inspire customer loyalty. In this course, you will explore the development, characteristics, and considerations of this philosophy.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Customer Relationship Management
Duration 2 hours 0 minutes

Customer Service 1: Be Proactive

90% of people stop doing business with a company after just one negative customer service experience. Are you prepared to offer top-quality customer service at all times?

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 1: Be Proactive
Duration 0 hours 30 minutes

Customer Service 1: Be Proactive - Spanish
Duration 0 hours 30 minutes

Customer Service 2: Be Professional

Professionalism extends to everyone you encounter; prospects, residents, vendors, and colleagues. In this 30-minute course, you'll discover tips and tricks for improving your workplace confidence and communicating professionally.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 2: Be Professional
Duration 0 hours 30 minutes

Customer Service 2: Be Professional - Spanish
Duration 0 hours 30 minutes

Customer Service 3: Be Prompt

Quickly meeting and exceeding customer expectations are cornerstones of excellent customer service in this day and age.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee

Languages English, Spanish

Course Versions
Customer Service 3: Be Prompt
Duration 0 hours 15 minutes

Customer Service 3: Be Prompt - Spanish
Duration 0 hours 15 minutes

Customer Service 4: Be Personal

Customers expect personalized service and attention to detail, but how do you provide personalized experiences for everyone in your community?

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 4: Be Personal
Duration 0 hours 15 minutes

Customer Service 4: Be Personal - Spanish
Duration 0 hours 15 minutes

Cybersecurity in the COVID-19 Pandemic

Cybercriminals are continually changing their tactics to take advantage of new situations, and the COVID-19 pandemic is no exception. Cybercriminals are using people's fears and concerns to carry out cyberattacks. And, as more people are working remotely, more communication and information sharing is happening electronically, which gives cybercriminals more opportunities to attack. In this course, you'll learn about recent COVID-19-related cyberthreats and tips for keeping your data and devices safe.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Cybersecurity
Supervisor/Employee All
Languages English

Course Versions
Cybersecurity in the COVID-19 Pandemic
Duration 0 hours 15 minutes

De-Escalation Strategies

Recognizing when conflicts are escalating and responding appropriately to diffuse tension and solve problems constructively are essential professional skills for all workers. In this course, you'll learn some strategies for responding to conflicts with mindfulness and compassion.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
De-Escalation Strategies
Duration 0 hours 10 minutes

Dealing With Difficult People

Property management is a people business. Strong interpersonal skills are essential to a successful and satisfying career in this industry. This course will help you master the skills you need to work well with your customers and co-workers.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Dealing With Difficult People
Duration 1 hour 0 minutes

Dealing With Difficult People - Spanish
Duration 1 hour 0 minutes

Defeating the Mold Monster

This course will prepare you to understand and identify mold issues in your community. As a team member in this industry, it is crucial that you understand mold, how it reproduces, what it needs to thrive, and how to control and remediate it. You will also learn how to communicate with residents about mold and remediation.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Defeating the Mold Monster
Duration 1 hour 0 minutes

Defeating the Mold Monster - Spanish
Duration 1 hour 0 minutes

DEI Booster: Compliments and Comments

Do you ever worry about saying the wrong thing at work? This video booster will show you how to balance friendliness and professionalism when speaking with others.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: Compliments and Comments
Duration 0 hours 5 minutes

DEI Booster: Compliments and Comments - Spanish
Duration 0 hours 5 minutes

DEI Booster: Compliments in the Workplace Quiz

Giving compliments at work can be tricky. In this booster, you'll practice complimenting others.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

DEI Booster: Compliments in the Workplace Quiz

Duration 0 hours 5 minutes

DEI Booster: Creating a Civil and Respectful Workplace

Creating a civil and respectful workplace is essential for a positive work environment where employees can thrive and reach their full potential. A workplace that promotes respect and civility fosters a sense of belonging, inclusivity, and encourages collaboration and cooperation among colleagues. Conversely, a workplace that is marred by incivility, discrimination, harassment, and bullying can have severe consequences for both employees and the organization as a whole, such as low morale, high turnover rates, and legal liabilities.

In this booster, you'll learn how to take proactive steps to foster a workplace culture that supports and promotes respect, inclusion, and civility.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

DEI Booster: Creating a Civil and Respectful Workplace

Duration 0 hours 5 minutes

DEI Booster: Dress Codes and Appearance Policies

Dress code and appearance policies can be problematic when they negatively impact people in a protected class. This booster will show you ways to ensure your company's dress code treats all employees fairly.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English, Spanish

Course Versions

DEI Booster: Dress Codes and Appearance Policies

Duration 0 hours 5 minutes

DEI Booster: Dress Codes and Appearance Policies - Spanish

Duration 0 hours 5 minutes

DEI Booster: Employee Resource Groups

What does it take to create a successful employee resource group? In this learning booster, you'll learn what's needed to create safe, inclusive spaces at work.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

DEI Booster: Employee Resource Groups

Duration 0 hours 5 minutes

DEI Booster: He, She, Ze, They: A Guide to Using Pronouns

Using someone's correct personal pronouns is a matter of inclusion, courtesy, and respect. In this booster, you'll learn more about pronoun use.

Duration 0 Hours 5 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: He, She, Ze, They: A Guide to Using Pronouns

Duration 0 hours 5 minutes

DEI Booster: He, She, Ze, They: A Guide to Using Pronouns - Spanish

Duration 0 hours 5 minutes

DEI Booster: Media Bias Awareness Activity

People have a tendency to spend more time with people and media they see as being “like them.” This natural tendency can limit cultural awareness and increase the chance of hidden biases. In this learning booster, you’ll learn some simple steps to begin expanding your worldview and increasing your awareness of other perspectives.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Media Bias Awareness Activity
Duration 0 hours 5 minutes

DEI Booster: Slowing Down to Overcome Bias

Bias is a human tendency that often interferes with objective decision-making. It’s a preconceived notion, or an irrational preference, that may or may not be based on accurate information. Although biases are sometimes difficult to recognize, they can have a significant impact on our perceptions and interactions with the world

around us. By identifying and addressing our biases, we can make better decisions and cultivate empathy, respect, and understanding towards others. This video will explore the various types of biases, their effects, and strategies for overcoming them.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Slowing Down to Overcome Bias
Duration 0 hours 5 minutes

DEI Booster: Tips for Using Gender-Inclusive Language

How inclusive is your workplace? One way to ensure a more welcoming environment is to use gender-inclusive language. This booster will look at ways to promote gender inclusivity through word choice.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: Tips for Using Gender-Inclusive Language
Duration 0 hours 5 minutes

DEI Booster: Tips for Using Gender-Inclusive Language - Spanish
Duration 0 hours 5 minutes

Diversity and Inclusion

Do you work well with others? In a diverse workplace, cultural differences can be intimidating. This course will show you how to acknowledge, appreciate, and even celebrate diversity in order to form a happier, more productive team.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Diversity and Inclusion

Duration 1 hour 0 minutes

Diversity and Inclusion - Spanish

Duration 1 hour 0 minutes

Diversity and Inclusion (Supervisor Version)

Do you work well with others? In a diverse workplace, cultural differences can be intimidating. This course will show you how to acknowledge, appreciate, and even celebrate diversity in order to form a happier, more productive team.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Diversity and Inclusion (Supervisor Version)

Duration 1 hour 0 minutes

Diversity and Inclusion (Supervisor Version) - Spanish

Duration 1 hour 0 minutes

Diversity and Inclusion Refresher

This course provides a review of diversity in the workplace, a look at recent issues and trends in workplace diversity, and real-world practice scenarios to

improve workplace diversity and inclusion. This course assumes you have taken Grace Hill's Diversity and Inclusion course

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Diversity and Inclusion Refresher

Duration 0 hours 30 minutes

Diversity and Inclusion Refresher - Spanish

Duration 0 hours 30 minutes

Diversity and Inclusion Supervisor Refresher

This course provides a review of diversity in the workplace, a look at recent issues and trends in workplace diversity, and real-world practice scenarios to improve workplace diversity and inclusion. This course assumes you have taken Grace Hill's Diversity and Inclusion course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English

Course Versions
Diversity and Inclusion Supervisor Refresher

Duration 0 hours 30 minutes

Drug Free Workplace

Everyone deserves a workplace free of the effects of substance abuse, and this course will help you understand your role in that workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Drug Free Workplace
Duration 1 hour 0 minutes

Drug Free Workplace - Spanish
Duration 1 hour 0 minutes

Drug Free Workplace (Supervisor Version)

Everyone deserves a workplace free of the effects of substance abuse, and this course will help you understand your role in that workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English

Course Versions
Drug Free Workplace (Supervisor Version)
Duration 1 hour 0 minutes

Drug-Free Workplace Refresher

This course provides a review of substance abuse in the workplace, a look at recent issues and trends in this area and real-world practice scenarios. This course assumes you have taken Grace Hill's Drug Free Workplace course or have an introductory level understanding of federal fair housing law.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Drug-Free Workplace Refresher
Duration 0 hours 30 minutes

Drug-Free Workplace Refresher - Spanish
Duration 0 hours 30 minutes

Drug-Free Workplace Supervisor Refresher

This course provides a review of substance abuse in the workplace, a look at recent issues and trends in this area and real-world practice scenarios. This course assumes you have taken Grace Hill's Drug Free Workplace Supervisor course or have an introductory level understanding of drug-free workplace policies and issues.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English

Course Versions
Drug-Free Workplace Supervisor Refresher
Duration 0 hours 30 minutes

Employee Coaching

Employee Coaching will provide you with the techniques, tools and knowledge to create a successful coaching environment and lead all your employees to greater success.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Coaching
Duration 1 hour 0 minutes

Employee Engagement

Explore why employee engagement matters and strategies for maintaining high levels of engagement in your workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Engagement
Duration 1 hour 0 minutes

Employee Motivation

Your team's success does not rely on knowledge and skills alone. Employee motivation is an integral piece of the puzzle. Motivated employees are more likely to work harder, deliver better results, and find more satisfaction in their jobs.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Motivation
Duration 1 hour 0 minutes

Essential Skills for the New Supervisor

In this course, we will explore the unique blend of personal, leadership, and communication skills required for effective supervision. Learn how to earn and maintain trust, credibility and respect from those you supervise.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Essential Skills for the New Supervisor
Duration 1 hour 0 minutes

Evictions

Most apartment communities look at eviction as an unwanted, but necessary process. Many of us prefer not to think about it and hope it never happens. Rather than avoiding the subject until you're right in the middle of it, understanding the basic steps ahead of time can provide a huge advantage in knowing what to expect. Additionally, there are ways to smooth the process for you and your residents, and perhaps head off evictions altogether. Now, that's worth learning about!

Duration 0 Hours 30 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Employee
Languages English

Course Versions
Evictions
Duration 0 hours 30 minutes

Express: Customer Service - Creating a Community of Trust and Respect

In the multifamily world, building trust and respect is the key to a harmonious community. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn the benefits of fostering trust and respect between team members and residents, and discover the practical ways positive relationships can help turn your community into a true home.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Customer Service - Creating a Community of Trust and Respect
Duration 0 hours 5 minutes

Express: Customer Service - Responding to Residents Facing Financial Hardship

Responding to residents facing financial hardship is an important skill for people working in the multifamily industry. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn what kinds of support you can offer and how to respond in an empathetic and consistent manner.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Customer Service - Responding to Residents Facing Financial Hardship

Duration 0 hours 5 minutes

Express: Mental Health and Wellness - Better Zzzzs for Better Days

Stressful days and disrupted sleep can become a vicious cycle that can quickly worsen over time and seriously impact your health. No one wants to see that happen—not your friends, family, teammates or community. Learn to break the cycle and set yourself up for sleep success.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Mental Health and Wellness - Better Zzzzs for Better Days

Duration 0 hours 5 minutes

Express: Mental Health and Wellness - Push Pause on Sensory Overload

Distraction-filled, overstimulating environments have become sort of a norm thanks to the pace of life and work—not to mention the flood of nonstop information from our many devices. Because overstimulation seems normal, you might think that you operate just fine in that space. But many of us live fatigued and frazzled lives without quite knowing why. And for some people, that feeling of overwhelm is a nightmare. Turn down the volume with these tips for finding some peace in an overstimulated world.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Mental Health and Wellness - Push Pause on Sensory Overload

Duration 0 hours 5 minutes

Express: Personal Growth - Coping With Life's Curveballs (Infographic)

Do your days always go exactly as planned? Do anyone's? When life throws you a curveball can you easily shift and adjust, or do you get mired in emotions and "should-have-beens?" Learn to adapt in a more successful and healthy way by using this four-step C.O.P.E. strategy: Chill, Options, Proceed and Evolve.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Coping With Life's Curveballs (Infographic)
Duration 0 hours 5 minutes

Express: Personal Growth - Flip the Script on Emotional Labor

Whether you realize it or not, you are carrying out emotional labor every day in your community and often all day long. It's no wonder you're exhausted at the end of the day! Learn what emotional labor is, how it can affect you, the way most people accomplish emotional labor and a better, healthier approach.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Flip the Script on Emotional Labor
Duration 0 hours 5 minutes

Express: Personal Growth - Personal Resilience, Professional Success

Why is it that some people are able to spring back from even the biggest setbacks, while for others, every little misstep seems either to crush them or make their heads explode. Often, the explanation has to do with each person's level of resilience. Learn what resilience is, why it matters and how you can build yours to help weather both personal and professional challenges.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Personal Resilience, Professional Success
Duration 0 hours 5 minutes

Express: Personal Growth - The Power of Patience

Patience may sound like an old-fashioned value, but it's actually vital in the workplace. Patience can reduce stress and conflict, build better relationships and help people to reach their long-term goals. In short, patience is a superpower. Improve your patience with practice and the techniques discussed here.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - The Power of Patience
Duration 0 hours 5 minutes

Express: Workplace Savvy - Crying at Work

Most of us have felt it at one time or another. You're at work and get hit with an overwhelming emotion. Tears spring to your eyes right in front of your supervisor, teammates or—worst of all—a customer. Learn how tears in the workplace can be regarded by others, tips for preventing or stopping the drips, and additional considerations for supervisors.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Workplace Savvy - Crying at Work
Duration 0 hours 5 minutes

Fair Housing

Fair housing is the law of the land, starting with the federal Fair Housing Act and continuing through various state and local statutes and regulations. To avoid costly violations, you must understand what fair housing means and what the laws require. This course is designed to provide you with that information. Your mastery of fair housing will serve you well in many aspects of your career in the multifamily industry.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing
Duration 2 hours 0 minutes

Fair Housing - Spanish
Duration 2 hours 0 minutes

Fair Housing and Age Discrimination

In this learning booster, you'll learn how to recognize and avoid marital status discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing and Age Discrimination
Duration 0 hours 10 minutes

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

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.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing
Duration 0 hours 30 minutes

Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing - Spanish
Duration 0 hours 30 minutes

Fair Housing and Disparate Impact

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.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Disparate Impact
Duration 0 hours 30 minutes

Fair Housing and Disparate Impact - Spanish
Duration 0 hours 30 minutes

Fair Housing and Executive Order 13988

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.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Fair Housing and Executive Order 13988

Duration 0 hours 5 minutes

Fair Housing and Executive Order 13988 - Spanish

Duration 0 hours 5 minutes

Fair Housing and Marital Status Discrimination

In this learning booster, you'll learn how to recognize and avoid marital status discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions

Fair Housing and Marital Status Discrimination

Duration 0 hours 10 minutes

Fair Housing and Reasonable Accommodations and Modifications

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.

Duration 0 Hours 30 Minutes
Package Essentials

NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Fair Housing and Reasonable Accommodations and Modifications

Duration 0 hours 30 minutes

Fair Housing and Reasonable Accommodations and Modifications - Spanish

Duration 0 hours 30 minutes

Fair Housing and Source of Income Discrimination

In this learning booster, you'll learn how to recognize and avoid source of income discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions

Fair Housing and Source of Income Discrimination

Duration 0 hours 10 minutes

Fair Housing and Terms, Conditions, and Privileges

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.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Terms, Conditions, and Privileges
Duration 0 hours 30 minutes

**Fair Housing and Terms, Conditions, and Privileges
- Spanish**
Duration 0 hours 30 minutes

Fair Housing Booster: Asking for Documentation about Accommodations

Knowing what to do when you get a request for an accommodation can be tricky. If you've ever wondered what questions you can ask, and when you can ask them, you've come to the right place. In this booster, you'll learn how to apply HUD's guidelines for handling requests for accommodations.

Duration 0 Hours 5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Asking for Documentation about Accommodations
Duration 0 hours 5 minutes

Fair Housing Booster: Criminal Background Checks

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.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Criminal Background Checks
Duration 0 hours 5 minutes

Fair Housing Booster: Do You Know Your State and Local Protected Classes?

In this learning booster, you'll do an activity in which you will identify local fair housing resources and research and write down your state and local protected classes in a format that you can print and keep for future reference. Then you will answer a question to apply what you know about fair housing to one of the protected classes you discovered in your research.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Do You Know Your State and Local Protected Classes?
Duration 0 hours 20 minutes

Fair Housing Booster: HUD's Best Practices for Using Criminal Records in Housing

While most onsite personnel don't control the applicant screening procedures for their communities, some do, and more importantly, many regional and national housing operators need to remain up-to-date on these clarifications. This booster is recommended for those personnel. In this learning booster, you'll learn five HUD-recommended best practices for using criminal records in a way that complies with the Fair Housing Act.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Supervisor

Languages English

Course Versions

Fair Housing Booster: HUD's Best Practices for Using Criminal Records in Housing

Duration 0 hours 5 minutes

Fair Housing Booster: Limited English Proficiency

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.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Limited English Proficiency

Duration 0 hours 5 minutes

Fair Housing Booster: Local Nuisance Ordinances

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.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Local Nuisance Ordinances

Duration 0 hours 5 minutes

Fair Housing Booster: Marijuana and Smoke-Free Policies

Conflicting laws regarding marijuana use cause a lot of confusion for those in the multifamily housing industry. Is marijuana legal...or not? Can your community have policies prohibiting marijuana use? In this booster, you'll learn the answers to these questions and more as we explore the challenges of implementing and enforcing smoke-free policies.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Marijuana and Smoke-Free Policies

Duration 0 hours 5 minutes

Fair Housing Booster: Occupancy Standards and Familial Status

Occupancy standards can become a fair housing issue if they target families with children. HUD's guidance says that "two persons per bedroom" works as a general rule, but there are exceptions. In this booster, you'll learn how to ensure that your community's occupancy standards are fair for everyone.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Occupancy Standards and Familial Status

Duration 0 hours 5 minutes

Fair Housing Booster: Practicing Fair Housing

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.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Practicing Fair Housing
Duration 0 hours 5 minutes

Fair Housing Booster: Third Party Behavior

HUD expects housing providers to stop harassment happening at their communities, including harassment happening between residents! In this booster, you'll learn how to recognize problematic third party behavior and what to do to keep it from causing a hostile environment.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Third Party Behavior
Duration 0 hours 5 minutes

Fair Housing for Maintenance

All apartment community employees have a responsibility to uphold fair housing laws. To avoid costly violations, you must understand what fair housing means

and what the laws require. This course is designed to provide you with that information, including examples and scenarios relating specifically to the maintenance team.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing for Maintenance
Duration 1 hour 0 minutes

Fair Housing for Maintenance - Spanish
Duration 1 hour 0 minutes

Fair Housing Refresher

This course provides a review of fair housing law, a look at recent issues and trends in fair housing and real-world practice scenarios. This course assumes you have taken Grace Hill's Fair Housing course. **IMPORTANT:** This refresher course has not been approved by the Virginia Department of Occupational Regulation (DPOR). If you need to take a course that is approved by DPOR, you must take Grace Hill's Fair Housing Course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing Refresher
Duration 0 hours 30 minutes

Repaso de Vivienda Justa
Duration 0 hours 30 minutes

Follow-Up Techniques

Follow-up is a critical component to effective leasing. In this course, we will explore follow-up methods and unique strategies to increase your closing ratios and improve your overall leasing effectiveness.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Follow-Up Techniques

Duration 1 hour 0 minutes

Fundamentals of Golf Cart Safety

In this course, you will learn basic golf cart safety practices that can help you prevent accidents and keep you, your community, and prospective residents safe.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Fundamentals of Golf Cart Safety

Duration 0 hours 15 minutes

Fundamentals of Golf Cart Safety - Spanish

Duration 0 hours 15 minutes

GH OnAir: Fair Housing Check-Up

Kara Rice welcomes Nadeen Green for Fair Housing Month. Nadeen is the senior counsel for For Rent Media Solutions and an expert on Fair Housing Law

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Fair Housing Check-Up

Duration 0 hours 15 minutes

GH OnAir: Fair Housing for Social Media

Kara Rice interviews Nadeen Green, Senior Counsel with For Rent Media Solutions, on Fair Housing concerns for social media marketers on this episode of Grace Hill OnAir.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Fair Housing for Social Media

Duration 0 hours 15 minutes

GH OnAir: Performance Review Expert Tips

Kara Rice interviews industry expert, Anne Sadovsky, on the subject of performance review anxiety, employee reviews and constructive criticism.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

GH OnAir: Performance Review Expert Tips

Duration 0 hours 15 minutes

GH OnAir: Satisfacts Inside the Mind of Renters

Grace Hill OnAir features Kara Rice speaking with Doug Miller, founder of Satisfacts, about a fascinating study he is spearheading called Inside the Head of Today's Online Renter -- Behaviors, Preferences and Implications.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Satisfacts Inside the Mind of Renters

Duration 0 hours 15 minutes

GH OnAir: Social Media and the AIM Conference

Join Kara Rice and Steve Lefkovits for a discussion about leveraging social media in your community's marketing efforts.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Social Media and the AIM Conference

Duration 0 hours 15 minutes

GH OnAir: Social Media Expert Tips

Kara Rice interviews Social Media Design's Lori Randall Stradtman on this episode of Grace Hill OnAir. Lori specializes in creating social media campaigns that weave together communication threads and help company's create strong branding.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Social Media Expert Tips

Duration 0 hours 15 minutes

GH OnAir: Social Media for Multifamily

In this episode of GH OnAir, Kara Rice welcomes Charity Hisle, the social media guru behind Socially Engaged Marketing.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Social Media for Multifamily

Duration 0 hours 15 minutes

GH OnAir: Success in Maintenance

Mark Cukro of Service Team Training stops by Grace Hill OnAir to share his insight during August, Maintenance Appreciation Month.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions

GH OnAir: Success in Maintenance

Duration 0 hours 15 minutes

GH Webinar: Change Your Online Story

It's a Ratings and Review world and, as we have all learned, no community can ignore them and hope those

reviews will just go away. You have more control over your online reputation than you think! All you need is a Purpose and a Plan.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Change Your Online Story

Duration 1 hour 0 minutes

GH Webinar: Confidence in Virtual Leasing

This session will review the elements of Virtual Leasing where confidence goes a long way to impacting success. This includes confidence in showing yourself on video, and the customer's willingness and ability to communicate virtually and to lease sight unseen. Hesitancy and timidity can leave you far behind the competition and leave your customer's unsure and unable to make a decision. Released 4/21/2020

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Confidence in Virtual Leasing

Duration 0 hours 45 minutes

GH Webinar: Cultivating Women Leaders in Multifamily

In honor of Women's History Month, Grace Hill pulled together a powerhouse panel of women leaders in multifamily to discuss: - The challenges they've faced in their careers - The tools they've used to overcome them - And what they believe the industry can do to cultivate even stronger women leaders for the future Moderators: Dana Hill - SE Field Sales, Grace Hill Christi Dobbins - Director of Product Management, Grace Hill Presenters: Alycia Anderson - VP Sales, Knock Darcey Forbes -

Senior Director of Field Sales, Grace Hill Jessica Fern - Senior Director of Training and Development, FPI Management Marci French - VP, Operations at HRG Management Services

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee All

Languages English

Course Versions

GH Webinar: Cultivating Women Leaders in Multifamily

Duration 1 hour 0 minutes

GH Webinar: Don't Catch the Budget Blues

Are you feeling stressed out or up to your eyeballs in numbers that seem to be running together? Join us for this impactful webinar that offers coping strategies for managing your time, resources and emotions when it comes to completing your budget. Industry thought leader Dr. Debbie Phillips will guide us through a process for creating a quality budget while keeping our sanity.

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Property Operations

Supervisor/Employee Supervisor

Languages English

Course Versions

GH Webinar: Don't Catch the Budget Blues

Duration 0 hours 35 minutes

GH Webinar: Elevating Your Sales Language to Make the Conversion

Making the conversion is the most critical part of every conversation with a potential resident. This can mean different things depending on the communication method, but in any case the language you use with prospective residents makes all the difference in how they feel about leasing with you. Our panel covered ways that you can elevate your sales language throughout the leasing process.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions

GH Webinar: Elevating Your Sales Language to Make the Conversion

Duration 0 hours 45 minutes

GH Webinar: Embrace Self-Care and Drive Performance

Great leaders set the example they want the organization to follow. This webinar flips the script on traditional leadership training courses and focuses on how self-care can help leaders THRIVE instead of just survive. Focusing on your own self care first leads to higher performing teams and improved organizational results. Learn how to prevent burnout, manage stress, and become a resilient leader through all circumstances.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

GH Webinar: Embrace Self-Care and Drive Performance

Duration 1 hour 0 minutes

GH Webinar: Empathetic Communications

In this session we'll review how to apply empathy in your communications to residents and within the workplace, and how companies can support those efforts and reflect a culture of empathy through their communications as well. Released 4/23/2020

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill

Subject Leadership
Supervisor/Employee All
Languages English

Course Versions

GH Webinar: Empathetic Communications

Duration 0 hours 45 minutes

GH Webinar: Fair Housing & Service Animals

Nadeen Green, Senior Counsel with For Rent Media Solutions and Doug Chasick, The Apartment Doctor, delve into service animals and real situations facing property owners and operators.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee All
Languages English

Course Versions

GH Webinar: Fair Housing & Service Animals

Duration 1 hour 0 minutes

GH Webinar: HVAC Clinic - Concepts for HVAC Anatomy and Diagnostics

It's not surprising how little the average person knows about air conditioning. Air Conditioning and Heating systems can be very confusing to people who are not trained to work on them. Understanding AC and heating jargon can be a daunting task for office staff and new maintenance personnel. In this webinar, we'll learn the essentials of how AC and Heating systems work and the role each component plays, and the language and knowledge required to help non-service team members better understand what's needed for repair and replacement.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions

GH Webinar: HVAC Clinic - Concepts for HVAC Anatomy and Diagnostics

Duration 0 hours 30 minutes

GH Webinar: HVAC Clinic - Electric Heaters

Maintaining electric furnaces is a critical part of the job for many service technicians, and it's not quite as straightforward as it may seem. Troubleshooting issues properly can save you and your community time, effort, and money. Join us while we cover the basics of troubleshooting electric furnaces and the true value of learning to use multimeters effectively to take out the guesswork.

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: HVAC Clinic - Electric Heaters

Duration 0 hours 35 minutes

GH Webinar: Increasing Your Leasing: Tactics for a New Era

You may have been through generic leasing training before, but has it left you inspired? Grace Hill has partnered with Empower P.M.C. to bring you fresh, focused solutions designed to help you beat your customers to the door and walk them through an unparalleled experience that meets their expectations and elevates your leasing performance. Grace Hill's Christi Dobbins joins Empower P.M.C.'s William Butler and Victoria Enchill to cover the evolving leasing landscape and provide success-driven tips on executing the tour, what customers value most, and how you can deliver that value.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Increasing Your Leasing: Tactics for a New Era

Duration 1 hour 0 minutes

GH Webinar: Labor Trafficking in Multifamily: How Apartment Operators Can Make a Difference

Labor trafficking can happen anywhere. As one type of human trafficking, labor trafficking uses force, fraud, and coercion to solicit victims right in your community. Workers can be housed in apartments and transferred to work locations in groups. In this webinar you will learn: - What labor trafficking is and how it applies to property management. - Ways to spot red flags within your apartment communities. - How to report possible situations.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Human Trafficking

Supervisor/Employee All

Languages English

Course Versions

GH Webinar: Labor Trafficking in Multifamily: How Apartment Operators Can Make a Difference

Duration 1 hour 0 minutes

GH Webinar: Leading North of Comfortable

Leading north of comfortable is a space where routine leadership turns into endurance leadership. When we don't know when the work will let up, we learn to embrace it and settle our energy to continue to choose growth over safety. Released 4/22/2020

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions
GH Webinar: Leading North of Comfortable
Duration 1 hour 0 minutes

GH Webinar: Let It Go, Please. Hoarding is a Fair Housing Issue.

Explore why Hoarding has become such a concern. Although the sanitation issue is very important and potentially harmful, the fair housing implications are just as important, if not more so.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Let It Go, Please. Hoarding is a Fair Housing Issue.
Duration 0 hours 45 minutes

GH Webinar: LinkedIn Workshop Part II: Now You Are Going Places

You successfully completed Part I and met your four-week challenge, so now what? Because you asked for more, the fun continues in Part II of our LinkedIn Workshop series as we dive into content building, viewer engagement, headline scoring, business pages, and so much more. This webinar is a follow-up to Part I, presented by Grace Hill's Stephanie Anderson, and you don't want to miss this action-packed hour of information sharing.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: LinkedIn Workshop Part II: Now You Are Going Places
Duration 1 hour 0 minutes

GH Webinar: LinkedIn Workshop: How To Get Noticed and Stay Relevant

LinkedIn is a powerful tool that allows users to connect with other business professionals to build meaningful relationships and share valuable information. When used correctly, you can get business advice, build your professional brand, market your business, connect with people from around the world, and generate leads. So why is this the most underrated social tool for our industry? Join LinkedIn power user Stephanie Anderson as she shares tips and tricks for building her brand on this platform. This power hour will be packed with tangible takeaways and group exercises to challenge your way of thinking and enable your future platform success.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: LinkedIn Workshop: How To Get Noticed and Stay Relevant
Duration 1 hour 0 minutes

GH Webinar: Mental Health Issues In Student Housing - Your Questions Answered

This webinar is a follow-up to Student Housing Insight's podcast about mental health and campus resources. In that podcast, we covered warning signs that a student resident may be dealing with mental illness, and the resources that universities make available to those students. If you missed the podcast, check it out on iTunes or the podcast player of your choice, or online at www.studenthousinginsight.com.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions

GH Webinar: Mental Health Issues In Student Housing - Your Questions Answered

Duration 1 hour 0 minutes

GH Webinar: Microaggressions: What I Say and How I Say It

Presented in partnership with The Activation Hour and NAA, this webinar provides an in-depth examination of microaggressions: what they are, how they feel, and what you can do to prevent them going forward. You'll be able to identify a microaggression, establish and redirect healthy communication, and understand the impact you'll have on others. You'll also learn the steps needed to turn microaggressions into macro awareness.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

GH Webinar: Microaggressions: What I Say and How I Say It

Duration 1 hour 0 minutes

GH Webinar: More Than an Employee: Overcoming Bias Through Nurturing Employee Relationships

Eager for real actions that will move the needle in Diversity & Inclusion? Listen to a conversation between our experts Dana Hill, Melissa D. White, and Dr. Debbie Phillips that covers clear steps you can take and addresses topics from why Diversity initiatives don't address bias to alternative solutions. Additionally, you will learn how to attract underrepresented groups of people to work in our industry, and how you can address bias through mentorship, sponsorship, and advocacy.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee Supervisor

Languages English

Course Versions

GH Webinar: More Than an Employee: Overcoming Bias Through Nurturing Employee Relationships

Duration 1 hour 0 minutes

GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Community Perspective

Sometimes it's just not possible for on-site teams to handle every service request. What can you do to ensure that when you bring a supplier on-site, they are adhering to safety protocols and are properly insured and able to work on the job? Join Brady Dunn and Tim Leech from Alliant Insurance Services as they share some strategies to make sure that your community is protected in the case of an unfortunate event occurring while a supplier is on site. This webinar is intended for community operators.

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Property Operations

Supervisor/Employee Supervisor

Languages English

Course Versions

GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Community Perspective

Duration 0 hours 45 minutes

GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Corporate Perspective

What's your plan if an accident occurs while a supplier is on-site at one of your communities? Creating a safety program from the corporate level with clear requirements for who is on-site and what licenses and insurance are required is critical not only to ensure that proper policies and procedures are followed but if an unfortunate event occurs, you're not left with all the responsibility.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Corporate Perspective
Duration 1 hour 0 minutes

GH Webinar: Preparing for the Future of Smart Buildings

The future of maintenance includes smart apartments. Smart technology will help make communities intelligent, fun, and "Instagram-worthy" for Gen Z residents -- while reducing the environmental impact of the building over its life, and, most importantly, minimizing costs. This is a balance that will be key to multifamily going forward. Learn from our panel of experts not only what smart apartments mean to future residents, but what smart buildings mean for owners, and the entire future of maintenance. **SPEAKERS**
Richard George - Owner & Managing Director, NOI
Coach Paul Rhodes - Director of Maintenance Operations, The Life Properties
Mark Vanderhoof - Maintenance Content Writer, Grace Hill

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Preparing for the Future of Smart Buildings
Duration 1 hour 0 minutes

GH Webinar: Reputation Management - Micro-Moments are Everywhere

Managing your community's reputation online is a huge responsibility that can sometimes feel daunting, but it doesn't need to be! Simple practices, like providing excellent customer service in even the smallest interaction with a resident, then reminding them to complete a resident survey or leave a review, can really

boost your online reputation. In this webinar, we'll learn what it means to build "micro-moments" of exceptional customer service, and how to drive reputation management efforts for your community by leveraging these moments.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Reputation Management - Micro-Moments are Everywhere
Duration 0 hours 30 minutes

GH Webinar: Risk Management Inspections in Multifamily Housing

Getting ahead of property inspections can save a community time, money, and help reduce overall insurance claims frequency, but only when it's done right. Self-inspections are an important part of the process that can identify issues ahead of time and help you create an action plan to address major areas of risk, from the big things to the little things, before they create a safety, regulatory, or jurisdictional concern.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: Risk Management Inspections in Multifamily Housing
Duration 1 hour 0 minutes

GH Webinar: Self-Guided Tours that Truly Stand Out

Interested in implementing self guided tours, but not sure where to start? Or have you already been using them and want a few extra tips? In this webinar you will learn: - Benefits of Self-Guided Tours - Different Self-

Guided Tour Methods - Leasing with Self-Guided Tours - How to Stand Out During the Tour - Fair Housing & Addressing Risks

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Self-Guided Tours that Truly Stand Out

Duration 1 hour 0 minutes

GH Webinar: The Anatomy of Disparate Impact

Disparate impact can be a tricky concept to understand, and you may be even more confused now wondering where things stand. In this webinar, our panel will break it down for you. What is the disparate impact? What can you do to avoid this type of discrimination? We'll help you answer these questions and give you practical information - it's a great way to boost your knowledge of this critical area during Fair Housing month! Moderator: Dana Hill - Diversity, Equity, Inclusion Program Manager, Grace Hill, Inc. Presenters: Nadeen Green - Attorney Mike Williams - Attorney

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: The Anatomy of Disparate Impact

Duration 1 hour 0 minutes

GH Webinar: The Great Resignation - Finding, Engaging, and Keeping Talent in a Post-COVID Economy

Hiring was challenging before the pandemic; now, it feels virtually impossible. The news is consistently covering

The Great Resignation. We see our favorite restaurants and services severely understaffed, and our properties are struggling to retain quality talent. Yet, we believe there is a light at the end of the hiring tunnel. Join Kristen Magni, Managing Partner at hydrUP, as she explains how building high-caliber, high-performing teams aren't actually found in hiring more but in cultivating who you already have. She will highlight the importance of using technology in training to drive satisfaction, as well as the importance of having truly aligned and engaged leadership to keep your teams in place.

Duration 1 Hour 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions

GH Webinar: The Great Resignation - Finding, Engaging, and Keeping Talent in a Post-COVID Economy

Duration 1 hour 5 minutes

GH Webinar: The Power of Consistency in Sales Processes

Have you ever thought, "If I could clone that employee, I'd put one of them in every one of my communities?" Cloning might not be possible, but there are other tools to help you support the leasing practices your best leasing teams are already using. By effectively implementing policies and procedures, you can watch the power of consistency drive your entire sales team to success! In this webinar, we'll learn how detailed processes can help you create and maintain consistency in leasing practices across multiple communities.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: The Power of Consistency in Sales Processes

Duration 0 hours 30 minutes

GH Webinar: The Science of Happiness

You know that burnout, anxiety, and isolation all have negative impacts on both your well-being and your bottom line. But knowing how to move that needle for you and your teams can be more of a challenge. Happiness gurus Audra Lamoon and Colin Priestly-Wall from Livewire Performance Ltd will provide a rush of contagious energy from the get-go, along with solid takeaways you can immediately implement to effect change for a positive impact.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

GH Webinar: The Science of Happiness

Duration 1 hour 0 minutes

GH Webinar: What Multifamily Can do to Prevent Human Trafficking

In honor of National Slavery and Human Trafficking Prevention Month, Grace Hill has provided this exclusive webinar covering: -Important Human Trafficking statistics in the U.S. -Why multifamily communities need to be on alert -What to look for if Human Trafficking has occurred -Strategies to implement -Specific courses, training, and other programs available This special conversation is provided in partnership with iEmpathize and the SAFE CARES program. iEmpathize is a non-profit organization whose human trafficking prevention strategies are used throughout the US and Mexico, and recognized by the United Nations as being among the top 100 practices to combat human trafficking worldwide. SAFE CARES addresses the economic and social costs of trafficking with survivor-centered solutions.

Duration 1 Hour 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Human Trafficking

Supervisor/Employee All

Languages English

Course Versions

GH Webinar: What Multifamily Can do to Prevent Human Trafficking

Duration 1 hour 5 minutes

Handling Service Requests Safely During COVID-19

The Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) are closely monitoring the COVID-19 pandemic. As this situation evolves, apartment communities are rethinking many policies and procedures to make sure they keep employees and residents as safe as possible. 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. Last Updated - 5/20/2022

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Handling Service Requests Safely During COVID-19

Duration 0 hours 15 minutes

Handling Service Requests Safely During COVID-19 - Spanish

Duration 0 hours 15 minutes

Hoarding

Learn how to identify and address hoarding in order to protect your community and residents. Discover the common issues related to hoarding, such as health and safety hazards, and learn how the federal Fair Housing Act protects hoarders.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available Yes

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions Hoarding

Duration 1 hour 0 minutes

How to be Productive and Happy While Working Remotely

In light of the recent COVID-19 outbreak, many companies are seeking ways to help their employees practice "social distancing," which is a conscious effort to reduce close contact between people and hopefully slow the pace at which the disease can spread.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

How to be Productive and Happy While Working Remotely

Duration 0 hours 5 minutes

How to Lead a Work-from-Home Team Successfully

In light of the recent COVID-19 outbreak, many companies are seeking ways to help their employees practice "social distancing," which is a conscious effort to reduce close contact between people and hopefully slow the pace at which the disease can spread. Asking employees to work from home is a great strategy to create social distance. If you're new to remote work, take this course for some tips to keep yourself and your team productive!

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Supervisor

Languages English

Course Versions

How to Lead a Work-from-Home Team Successfully

Duration 0 hours 10 minutes

Human Trafficking in Rental Housing

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.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Human Trafficking

Supervisor/Employee All

Languages English, Spanish

Course Versions

Human Trafficking in Rental Housing

Duration 0 hours 30 minutes

Human Trafficking in Rental Housing - Spanish

Duration 0 hours 30 minutes

Human Trafficking in Rental Housing - Spanish (Florida)

Duration 0 hours 30 minutes

Human Trafficking in Rental Housing (Florida)

Duration 0 hours 30 minutes

In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)

In February 2023, the final rules of the Housing Opportunity Through Modernization Act (HOTMA) were implemented. HOTMA changes many aspects of federal affordable and multifamily housing programs. Learn the recent changes, how they affect communities and residents, and what you should do to ensure compliance with the law.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill
Subject Compliance
Supervisor/Employee All
Languages English

Course Versions

In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)

Duration 0 hours 5 minutes

In the Know: Government Proposal on Banning Hidden Fees (Infographic)

The Federal Trade Commission has proposed a new rule banning fees considered to be deceptive to consumers, including convenience and processing fees. For multifamily companies, the proposal outlines specific steps to provide honest, transparent pricing.

This rule has been proposed but is not currently in effect. Learn how to prepare if the rule is implemented.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee All
Languages English

Course Versions

In the Know: Government Proposal on Banning Hidden Fees (Infographic)

Duration 0 hours 5 minutes

In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Connecticut's Senate Bill 998 became law in June 2023, focusing on residents' rights and housing quality. It affects resident fees, deposits, evictions, rent increases for specific groups, pre-occupancy walk-throughs, and more. Discover details, ensure compliance, and understand the benefits for both residents and the community.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee All
Languages English

Course Versions

In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Duration 0 hours 5 minutes

Interviewing Series

An interview is your first chance to get to know a person who might become your next top contributor. But how do you sort out the best from the rest? In addition to learning more about the benefits of good interview skills, this course will boost your aptitude in planning your interview process and strategy, preparing questions that focus on what you need to know, conducting interviews and evaluating a candidate's responses.

Duration 1 Hour 5 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions

Interviewing Series

Duration 1 hour 5 minutes

Interviewing Skills

Excellent interviewing skills are key to hiring and retaining an efficient, productive team. In this course, you will learn how to prepare for interviews, evaluate interviews, ask the right questions, and conclude interviews with the information you need.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Interviewing Skills

Duration 1 hour 0 minutes

Introduction to Social Media

There is no doubt about it, social media has taken the Internet and popular culture by storm. But what exactly is social media and what practical applications are there for the multifamily industry?

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Introduction to Social Media

Duration 0 hours 35 minutes

Ladder Safety 1: Best Practices

Thousands of injuries and fatalities occur each year due to improper ladder use. Learn the common hazards, OSHA rules, and best practices to keep yourself and your community safe when using ladders.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Ladder Safety 1: Best Practices

Duration 0 hours 15 minutes

Ladder Safety 1: Best Practices - Spanish

Duration 0 hours 15 minutes

Ladder Safety 2: Choosing a Ladder

Building upon our Ladder Safety 1: Best Practices course, you'll learn how to choose the best ladder for the job.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Ladder Safety 2: Choosing a Ladder

Duration 0 hours 15 minutes

Ladder Safety 2: Choosing a Ladder - Spanish

Duration 0 hours 15 minutes

Lead Poisoning Awareness

This course is designed as a primer for lead poisoning awareness and meets the Occupational Safety and Health Administration requirements for lead safety training. OSHA requires employers whose workplaces have any risk of lead exposure provide their employees access to content in appendices A and B of the OSHA Lead Regulations.

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Lead Poisoning Awareness

Duration 2 hours 0 minutes

Lead Poisoning Awareness - Spanish

Duration 2 hours 0 minutes

Leadership Booster: Building Psychological Safety in Teams

Psychological safety contributes to teamwork and employee well-being. In this booster, you'll learn how to promote psychological safety in your workplace.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Building Psychological Safety in Teams
Duration 0 hours 5 minutes

Leadership Booster: Communication Skills for Supervisors

Being able to communicate and connect with people is essential to being a successful supervisor. In this booster, you'll practice effective communication.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Communication Skills for Supervisors
Duration 0 hours 5 minutes

Leadership Booster: Leading with Empathy

Empathy is an important leadership skill that can help improve employee motivation, engagement, and retention. In this booster, you'll learn tips for showing empathy to associates.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Leading with Empathy
Duration 0 hours 5 minutes

Leadership Booster: Preventing Toxic Workplace Cultures

In this booster, you'll learn how to recognize toxic behavior and steps you can take to contribute to a positive workplace culture.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Preventing Toxic Workplace Cultures
Duration 0 hours 5 minutes

Leadership Booster: Psychological Safety Quick Quiz

In this learning booster, you will learn more about psychological safety by completing a quest game.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Psychological Safety Quick Quiz
Duration 0 hours 5 minutes

Leadership: Profiles in Multifamily Housing

Whether you want to become a leader or to strengthen your leadership skills, you will benefit from examining the qualities and actions that are common to effective leaders. This course will allow you to develop and enhance your own leadership abilities.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Leadership: Profiles in Multifamily Housing
Duration 1 hour 0 minutes

Leasing 101 Series

Watch the debut season of The Crew, a multi-episode series starring the leasing team of The Heights apartment community. Discover the secrets of successful leasing pros Maria, Sam, Rachel, and Diane as they journey from the initial inquiry to closing stages. They'll share their best practices for communicating with prospective residents and teach important procedures to ensure safety during tours. Then, test your knowledge with question-and-answer activities to prove you have what it takes to close the deal.

Duration 1 Hour 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 101 Series
Duration 1 hour 10 minutes

Leasing 201 Series

Watch the second season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane dive into the details of best practice techniques for initial inquiries. Discover the advanced skills successful leasing consultants use to understand needs, customize the experience, and act as trusted advisors while responding to a variety of internet leads and telephone inquiries. Then, test your knowledge and show off your inquiry response skills with a fun Q&A challenge.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 201 Series
Duration 1 hour 5 minutes

Leasing 202 Series

Catch the third and final season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane explore best practice techniques for touring, closing, and following-up. Watch as the crew flexes their leasing muscles and differentiates their community by skillfully reading customer cues, using trial closing techniques, and reframing objections. And, don't miss the final moment when Diane reveals her team's secrets to their success. Then, see if you have what it takes to stand above the competition with a fun Q&A challenge.

Duration 0 Hours 55 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 202 Series
Duration 0 hours 55 minutes

Leasing Series 1: Planning & Preparation

Consider this course the ultimate leasing primer. We'll cover leasing basics, the tools you'll use every day, and provide you with a general overview of federal fair housing laws. Recommended for all leasing associates and supervisors.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 1: Planning & Preparation
Duration 0 hours 30 minutes

Leasing Series 2: Inquiry to Appointment

Prospective residents will come to you in-person, by phone, email, or even by Facebook. In this course, you'll learn how to encourage a prospective resident to take a community tour. Recommended for all leasing associates and supervisors.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 2: Inquiry to Appointment
Duration 1 hour 0 minutes

Leasing Series 3: Touring the Community

Now that you've successfully encouraged a prospect to visit your community, we'll review winning strategies for touring your community, making interesting and valuable conversation with your customer along the way...

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 3: Touring the Community
Duration 0 hours 30 minutes

Leasing Series 4: Closing & Follow-Up

Everything from the inquiry to the tour has been leading up to this moment: it's time to close the sale. You need to transition from showcasing your community to securing a commitment from the prospective resident.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 4: Closing & Follow-Up
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Air Conditioning Maintenance

Learn to extend the life of your air conditioner and improve its performance with these videos on air conditioning maintenance.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Air Conditioning Maintenance
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Basic Door Repairs

Learn repair techniques for doors, including removing a heavy door, fixing a sticking door, making repairs to a door that won't latch, and more.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Basic Door Repairs
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Basic Window Screen Repair

Discover how easy it is to replace a screen on your own, and how much money it can save a community by avoiding the need to buy complete replacement screens.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Basic Window Screen Repair
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Common Plumbing Repairs

Watch as common repairs for plumbing surrounding the toilet are demonstrated. Learn how a few tweaks can save water and money, too!

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Lunch & Learn Maintenance: Common Plumbing Repairs

Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Common Sink and Plumbing Repairs

Learn how to repair faucets, clean aerators and how to install a garbage disposal.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Common Sink and Plumbing Repairs
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Dishwasher Troubleshooting

This informative series includes the answers to why a dishwasher is not cleaning properly, why a door won't latch, and what could be causing the appliance to leak.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Dishwasher Troubleshooting
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Dryer Maintenance & Fire Safety

Learn how to properly maintain dryers and their vents to avoid fire hazard. And, see how to replace the lint duct assembly.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Dryer Maintenance & Fire Safety
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Gutter Cleaning & Screen Installation

Keeping gutters maintained and cleaned will extend the life of a building and can prevent leaks and other property damage. These videos demonstrate how to clear debris and maintain your gutters with gutter screens.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Gutter Cleaning & Screen Installation
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Hurricane Preparedness

Learn some of the most important steps to prepare your apartment community for Hurricane Season.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Hurricane Preparedness
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Installing Tile Floor

Watch these detailed and informative videos on how to properly install a tile floor.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Installing Tile Floor
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Painting Porch Railings

Discover the proper way to prep and paint porch railings for a lasting paint job.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Painting Porch Railings
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Proper Fire Extinguisher Procedures

Knowing what type of fire extinguisher to use in a fire situation is vital. This Lunch and Learn episode is designed to teach you the different types of extinguishers and how to properly use them in the event of a fire.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Proper Fire Extinguisher Procedures
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Replacing a Bath Sink & Shower Faucet

Learn the proper method for replacing a lavatory faucet and shower head.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Replacing a Bath Sink & Shower Faucet
Duration 0 hours 30 minutes

Lunch & Learn Maintenance: Sliding Glass Door Repairs

Learn how to lubricate and adjust rollers, install weather stripping, and more in these easy to follow tutorials on sliding glass door repair.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Sliding Glass Door Repairs
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Tree Pruning

Learn the proper tools and methods for pruning trees.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Tree Pruning
Duration 0 hours 15 minutes

Lunch & Learn Maintenance: Wall Prep for Painting

Learn the proper way to prepare an apartment wall prior to painting to ensure a good paint job.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lunch & Learn Maintenance: Wall Prep for Painting
Duration 0 hours 15 minutes

Lunch & Learn: 7 Steps to Creative Thinking

Learn the steps to set creative thinking into motion. All individuals have a natural desire to invent and create and this video discusses the steps to engage in creative thinking.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: 7 Steps to Creative Thinking
Duration 0 hours 15 minutes

Lunch & Learn: Creative Problem Solving

Problems arise on a daily basis in the property management world. Learn how to solve them productively and creatively.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Creative Problem Solving
Duration 0 hours 30 minutes

Lunch & Learn: Dan Gilbert on Happiness

Is getting what you want the key to happiness? Maybe not. Author and researcher Dan Gilbert discusses how to truly feel happy, even when things don't go as planned.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All

Languages English

Course Versions
Lunch & Learn: Dan Gilbert on Happiness
Duration 0 hours 30 minutes

Lunch & Learn: Dan Pink on Motivation

What really motivates people? The truth, as reported by celebrated author Dan Pink, is surprising.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Dan Pink on Motivation
Duration 0 hours 30 minutes

Lunch & Learn: Disaster Management

Learn how to set up and implement a solid disaster management plan, and what situations a disaster plan should cover. Learn what team roles and responsibilities need to be established in a disaster.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Disaster Management
Duration 0 hours 15 minutes

Lunch & Learn: Employee Development

Learn from Chip Conley and BNET how employee development and happiness can impact your business.

Duration 0 Hours 45 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Lunch & Learn: Employee Development
Duration 0 hours 45 minutes

Lunch & Learn: Ethics

Workplace ethics is an important topic. These videos from The Ethics Guy provide two fun ethics quizzes that offer insight into ethical behavior and finish up with the five most important principles in ethics.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Ethics
Duration 0 hours 15 minutes

Lunch & Learn: Fun & Laughter at Work

Discover why it is important to have fun and laughter while at work and the benefits you can provide your team with a little levity.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Fun & Laughter at Work
Duration 0 hours 30 minutes

Lunch & Learn: Honesty & Dishonesty

This insightful video from the RSA organization will make you see honesty in an entirely new light. Is taking home a dozen pencils from the office different than pocketing petty cash? This playlist will really make you think!

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: Honesty & Dishonesty
Duration 0 hours 30 minutes

Lunch & Learn: How to Improve Critical Thinking

Delve into critical thinking and the use of logic in arguments. Learn about fallacies in logic and how to avoid them.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Lunch & Learn: How to Improve Critical Thinking
Duration 0 hours 15 minutes

Lunch & Learn: Interviewing Candidates

Ever stumble over an interview with a job candidate and wish you had a little more guidance on how to do it right? This playlist will allow you to improve your skills and provide you with winning interview questions to help you through your next hire.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill

Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions

Lunch & Learn: Interviewing Candidates

Duration 0 hours 30 minutes

Lunch & Learn: Intro to Spanish Conversation

Learn simple building blocks to Spanish greeting and conversation. This playlist utilizes both native and learned speakers with excellent enunciation to help you build your skills.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Introduction to Spanish Conversation

Duration 0 hours 30 minutes

Lunch & Learn: Intro to Spanish Housing Terms

Learning Spanish phrases that come in handy when you are touring an apartment or communicating with residents who speak Spanish. Terms covered include the names of rooms and locations such as "between" or "to the right of."

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Intro to Spanish Housing Terms

Duration 0 hours 30 minutes

Lunch & Learn: Out of the Ordinary Customer Service

This fun and fast-moving playlist takes a look at some outrageously great customer service moments at service leaders including Southwest Airlines and Zappos.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Out of the Ordinary Customer Service

Duration 0 hours 30 minutes

Lunch & Learn: Seth Godin on How to Get Your...

Marketing guru Seth Godin discusses how to get your ideas to spread like wildfire, and shares real life examples. Sometimes bizarre or even bad ideas are more successful than boring ones!

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Seth Godin on How to Get Your...

Duration 0 hours 30 minutes

Lunch & Learn: Simple Time & Stress Management

An overly packed schedule is one of the biggest contributors to stress. This playlist will help you tackle your time and lower your stress level, leading you to a happier place. Really!

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions

Lunch & Learn: Simple Time & Stress Management

Duration 0 hours 30 minutes

Lunch & Learn: Steve Jobs on Pursuing Your Dreams

Steve Jobs, founder of Apple, gets personal in his inspiring 2005 commencement address at Stanford University. He talks about being fired from Apple, dropping out of college, and ultimately about pursuing your dreams.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Steve Jobs on Pursuing Your Dreams

Duration 0 hours 30 minutes

Lunch & Learn: The Power of Empathy

Empathy in business is an important part of being a good leader. This series of videos discusses empathy and how it can improve your leadership skills and your ability to connect with people.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: The Power of Empathy

Duration 0 hours 30 minutes

Lunch & Learn: Truly Human Leadership: Bob Chapman

Listen in as Robert Chapman, chairman and CEO of Barry-Wehmiller Companies, Inc. discusses great leadership skills, the impact remarkable leadership has on people and becoming a truly human leader.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions

Lunch & Learn: Truly Human Leadership: Bob Chapman

Duration 0 hours 30 minutes

Lunch & Learn: Turning Life's Headwinds into Tailwinds

In this heartfelt and inspirational TEDTalk, Mark Inglis shows you how to take life by the horns and find the right attitude to achieve greatness, regardless of obstacles.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee

Languages English

Course Versions

Lunch & Learn: Turning Life's Headwinds into Tailwinds

Duration 0 hours 30 minutes

Lunch & Learn: Women in Leadership

Learn from Facebook COO Sheryl Sandberg as she looks at why a smaller percentage of women than men reach the top of their professions -- and offers 3 powerful pieces of advice to women wanting to move up in their careers.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Lunch & Learn: Women in Leadership
Duration 0 hours 30 minutes

Maintenance For Office Staff

The goal of this course is to improve the working relationship between the office staff and the maintenance teams. Gain a better understanding of the maintenance activities required to successfully run an apartment community.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Maintenance For Office Staff
Duration 1 hour 0 minutes

Making a Service Video Tutorial

In this difficult time, the normal service that maintenance professionals provide to residents has changed. Many companies are looking for ways to respond to service requests in a way that helps minimize potential exposure to the novel coronavirus that causes COVID-19. Chances are, you've watched how-to videos on YouTube. After taking this course, you'll be able to make video tutorials and upload them to YouTube for your residents.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Making a Service Video Tutorial
Duration 0 hours 15 minutes

Making a Service Video Tutorial - Spanish
Duration 0 hours 15 minutes

Marketing for Affordable Communities

The multifamily industry is changing and affordable housing communities need to adapt to stay competitive. In this course, you will learn how to use demographics and competition evaluations as you explore various marketing tactics for your community.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Marketing for Affordable Communities
Duration 2 hours 0 minutes

Marketing Principles for Multifamily Housing

Marketing Principles for Multifamily Housing will allow you to expand your knowledge of the discipline of marketing and learn how to apply this knowledge specifically to the apartment industry.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Marketing Principles for Multifamily Housing
Duration 2 hours 0 minutes

Mask Use During the COVID-19 Outbreak

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. Last Updated: 03/08/2022

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions

Mask Use During the COVID-19 Outbreak

Duration 0 hours 15 minutes

Mask Use During the COVID-19 Outbreak - Spanish

Duration 0 hours 15 minutes

NAA Mini-Webinar: Maintaining Healthy Relationships During Stressful Times

An in-depth presentation of how to keep relationships healthy amid the stresses of COVID-19. Presented by Rommel Anacan, President of The Relationship Difference. Released April 1, 2020.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

NAA Mini-Webinar: Maintaining Healthy Relationships During Stressful Times

Duration 0 hours 15 minutes

NAA Mini-Webinar: My Resident Tested Positive for COVID-19. Now What?

NAA offers operational insight for how to handle a resident testing positive for COVID-19. Guidance is presented by Ayiesha Beverly, NAA Senior Staff Attorney, National Lease Program. Released 3/24/2020

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Employee
Languages English

Course Versions

NAA Mini-Webinar: My Resident Tested Positive for COVID-19. Now What?

Duration 0 hours 15 minutes

NAA Mini-Webinar: Self-Service Tours: Creating a High-Touch Experience in a No-Contact World

NAA takes a look at self-service tours and how to create a great experience in a no-contact world. Presented by Kristi Fickert, Senior Vice President of Engagement and Growth for 30 Lines. Length: 12 minutes. Released April 24, 2020.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions

NAA Mini-Webinar: Self-Service Tours: Creating a High-Touch Experience in a No-Contact World

Duration 0 hours 15 minutes

NAA Mini-Webinar: Teleworking Amid COVID-19

NAA shares guidance that will be helpful as organizations transition from normal business

operations to working remotely. Guidance is presented by Nancy Carbone, NAA Senior Vice President, Human Resources & Administration. Released 3/18/2020

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

NAA Mini-Webinar: Teleworking Amid COVID-19

Duration 0 hours 15 minutes

NAA Mini-Webinar: Virtual Leasing: Providing Excellent Service

NAA offers guidance for best practices concerning virtual leasing. Presented by Christi Wedel, Training Manager for PRESIDIUM. Released April 6, 2020.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

NAA Mini-Webinar: Virtual Leasing: Providing Excellent Service

Duration 0 hours 15 minutes

Onboarding Series

New team member onboarding is often thought of as a first-day-of-work event involving HR paperwork, a tour and meeting the team. But onboarding is much more than that and can be a crucial part of ensuring a new team member's success and retention. Find out what true onboarding is, what it delivers that a simple one-day orientation does not, why and how to pave the path with preboarding, and the important components of an onboarding process from day one through the following weeks and months.

Duration 1 Hour 0 Minutes

Package Essentials

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Onboarding Series

Duration 1 hour 0 minutes

Performance Management

Being a supervisor means being held responsible for the behavior, success, and failure of your associates.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available Yes

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Performance Management

Duration 1 hour 0 minutes

Preparing a Perfect Market Ready Apartment

In this course, you will learn that there's nothing more important to residents than the quality of their homes. How you prepare and present your community's vacant apartment homes can lead to signed leases and lasting residents.

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available Yes

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee All

Languages English, Spanish

Course Versions

Preparing a Perfect Market Ready Apartment

Duration 2 hours 0 minutes

Preparing a Perfect Market Ready Apartment - Spanish

Duration 2 hours 0 minutes

Preventative Maintenance

The goal of this course is to help you design, implement, and maintain an effective Preventative Maintenance Program so that you may protect the life and value of your community and ensure a satisfactory living experience for your residents.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English, Spanish

Course Versions
Preventative Maintenance

Duration 1 hour 0 minutes

Preventative Maintenance - Spanish

Duration 1 hour 0 minutes

Preventing Workplace Violence

In this course, learn how to prevent workplace violence with environmental controls, security measures, situational awareness, and support services for employees. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
Preventing Workplace Violence

Duration 0 hours 20 minutes

Preventing Workplace Violence - Spanish

Duration 0 hours 20 minutes

Property Management Financials

Learn how to manage the financial performance of your community in order to maximize value and earn a positive return on investment.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
Property Management Financials

Duration 2 hours 0 minutes

Quick Quiz: Comprehensive Maintenance

In this quick quiz, you'll test your knowledge about maintenance skills.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Comprehensive Maintenance

Duration 1 hour 0 minutes

Quick Quiz - Comprehensive Maintenance - Spanish

Duration 1 hour 0 minutes

Quick Quiz: Customer Service

In this quick quiz, you'll test your knowledge about customer service.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Customer Service

Duration 1 hour 0 minutes

Quick Quiz - Customer Service - Spanish

Duration 1 hour 0 minutes

Quick Quiz: De-Escalation Strategies

In this quick quiz, you'll be tested on your ability to: Understand the concept and purpose of de-escalation. Recognize when de-escalation is necessary. And, apply de-escalation strategies.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee

Languages English

Course Versions

Quick Quiz: De-Escalation Strategies

Duration 0 hours 5 minutes

Quick Quiz: Electrical

In this quick quiz, you'll test your knowledge about electrical.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: Electrical

Duration 0 hours 15 minutes

Quick Quiz - Electrical - Spanish

Duration 0 hours 15 minutes

Quick Quiz: Fair Housing

In this quick quiz, you'll test your knowledge about Fair Housing.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: Fair Housing

Duration 0 hours 30 minutes

Quick Quiz - Fair Housing - Spanish

Duration 0 hours 30 minutes

Quick Quiz: Grammar

In this quick quiz, you'll test your knowledge about grammar.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English

Course Versions

Quick Quiz: Grammar

Duration 0 hours 30 minutes

Quick Quiz: HVAC

In this quick quiz, you'll test your knowledge about HVAC.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: HVAC

Duration 0 hours 30 minutes

Quick Quiz - HVAC - Spanish

Duration 0 hours 30 minutes

Quick Quiz: Leasing

In this quick quiz, you'll test your knowledge about leasing.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Leasing
Duration 0 hours 30 minutes

Quick Quiz - Leasing - Spanish
Duration 0 hours 30 minutes

Quick Quiz: Leasing Safety

In this quick quiz, you'll test your knowledge about leasing safety.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Leasing Safety
Duration 0 hours 15 minutes

Quick Quiz - Leasing Safety - Spanish
Duration 0 hours 15 minutes

Quick Quiz: Maintenance Safety

In this quick quiz, you'll test your knowledge about maintenance safety.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Maintenance Safety
Duration 0 hours 30 minutes

Quick Quiz - Maintenance Safety - Spanish
Duration 0 hours 30 minutes

Quick Quiz: Marketing

In this quick quiz, you'll test your knowledge about multifamily marketing.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Marketing
Duration 0 hours 30 minutes

Quick Quiz - Marketing - Spanish
Duration 0 hours 30 minutes

Quick Quiz: Multifamily Financials

In this quick quiz, you'll test your knowledge about multifamily financials.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Quiz: Multifamily Financials
Duration 0 hours 30 minutes

Quick Quiz - Multifamily Financials - Spanish
Duration 0 hours 30 minutes

Quick Quiz: Operations

In this quick quiz, you'll test your knowledge about multifamily operations.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Property Operations

Supervisor/Employee Supervisor

Languages English, Spanish

Course Versions

Quick Quiz: Operations

Duration 0 hours 30 minutes

Quick Quiz: Operations - Spanish

Duration 0 hours 30 minutes

Quick Quiz: Plumbing

In this quick quiz, you'll test your knowledge about plumbing.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: Plumbing

Duration 0 hours 15 minutes

Quick Quiz: Plumbing - Spanish

Duration 0 hours 15 minutes

Quick Quiz: Pool and Safety

In this quick quiz, you'll test your knowledge about pool safety.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: Pool and Safety

Duration 0 hours 15 minutes

Quick Quiz: Pool and Safety - Spanish

Duration 0 hours 15 minutes

Quick Quiz: Tax Credit

In this quick quiz, you'll test your knowledge about Low Income Housing Tax Credit.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Low-Income Housing Tax Credit (LIHTC)

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Quiz: Tax Credit

Duration 0 hours 30 minutes

Quick Quiz - Tax Credit Spanish

Duration 0 hours 30 minutes

Quick Start: Curb Appeal

Curb Appeal Curb appeal is your first chance to impress current and prospective residents in your community. In this course, you'll enhance your curb appeal by learning how to showcase your best features when it comes to: - Signage - Community cleanliness - Parking areas - Landscaping - Building & vehicle upkeep

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Start: Curb Appeal

Duration 0 hours 15 minutes

Quick Start: Curb Appeal - Spanish

Duration 0 hours 15 minutes

Quick Start: Customer Service

Communities that provide top-notch customer service most often have higher levels of resident satisfaction. In this course, you'll learn how to: -Best present your community during customer interactions. -Engage with current and prospective residents during tours and community events. -Respond on social media. -Handle resident concerns and maintenance requests.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Start: Customer Service

Duration 0 hours 15 minutes

Quick Start: Customer Service - Spanish

Duration 0 hours 15 minutes

Quick Start: Internet Marketing

From generating leads to managing your community's reputation, Internet marketing is a vital tool in your arsenal. In this course, you'll learn how to: - Increase your community's online visibility. - Connect through free and paid online marketing solutions. - Monitor your online reputation and build stronger customer relationships.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Start: Internet Marketing

Duration 0 hours 15 minutes

Quick Start: Internet Marketing - Spanish

Duration 0 hours 15 minutes

Quick Start: Make Ready Process

Presenting a new resident with the perfect apartment on move-in day should always be one of your goals. In this course, you'll learn how to create a punch list of concerns during a move-out inspection. Topics include: - Overall unit condition - Maintenance issues - Cleanliness - Carpet

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Start: Make Ready Process

Duration 0 hours 15 minutes

Quick Start: Make Ready Process - Spanish

Duration 0 hours 15 minutes

Quick Start: Onsite Sales

Successfully closing a sale begins with you. In this course, you'll learn how to: - Professionally greet everyone who enters the office. - Gather information and demonstrate the perks of your community. - Overcome objections and deliver a stellar sales close. - Follow up with customers to build strong relationships.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Quick Start: Onsite Sales

Duration 0 hours 15 minutes

Quick Start: Onsite Sales - Spanish

Duration 0 hours 15 minutes

Quick Start: Resident Retention

Are your residents renewing their leases? In this course, you'll learn how to: - Decrease turnover and its associated costs. - Identify the reasons for turnover

through competitive rates and customer service. - Enhance your community's features and amenities to attract long-term residents.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Resident Retention

Duration 0 hours 15 minutes

Quick Start: Resident Retention - Spanish

Duration 0 hours 15 minutes

Quick Start: Telephone Techniques

It's a fact of multifamily life that you'll spend a lot of your day communicating by phone. In this course, you'll learn how to: - Properly and professionally answer telephone calls. - Build rapport and identify the caller's needs. - Effectively handle customer objections. - How to successfully close via phone.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Telephone Techniques

Duration 0 hours 15 minutes

Quick Start: Telephone Techniques - Spanish

Duration 0 hours 15 minutes

Recognizing and Overcoming Racial Bias

Have you ever thought about hidden biases you may have? You may not even realize you have any. Consciously, we think racism is wrong, but much of the time our brain is operating in our subconscious and this is where unconscious biases can influence our behavior without us being aware. 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.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Recognizing and Overcoming Racial Bias

Duration 1 hour 0 minutes

Recognizing and Responding to Microaggressions

You may be surprised at how big an impact small, negative comments or gestures can have on your colleagues. Microaggressions can happen accidentally or on purpose, and while it might be tempting to overlook them as minor, these acts can have life-changing impacts on the victim's physical and mental well-being. 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.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Recognizing and Responding to Microaggressions

Duration 1 hour 0 minutes

Recruiting Series

Recruiting is the first step in building a winning team. Strong recruiting strategies lay the foundation for a sustainable competitive advantage. This recruiting series

will take you through the process, helping you strengthen your image as an employer and frame your Value Proposition. You will learn how to generate the strongest pool of candidates and find the right players to elevate your team to championship level.

Duration 1 Hour 25 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Recruiting Series
Duration 1 hour 25 minutes

Renewals Series

More often than not, sales teams put most of their effort into new leases because apartment tours, applications and prospect follow-ups are time-intensive. However, renewing residents are the heart and soul of any successful community. They're the ones who plant roots and help shape the community's environment. Unfortunately, managing the renewal process is sometimes treated as an afterthought. It's crucial to effectively and strategically manage renewal timing, communications and operations for residents whose leases are expiring.

Duration 1 Hour 0 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Employee

Course Versions
Renewals Series
Duration 1 hour 0 minutes

Reopening Amenities During COVID-19

As many stay-at-home orders across the country are being relaxed, apartment communities are now faced with needing to determine when to reopen amenities and what needs to be done to reopen them safely. This course is meant to be taken with Grace Hill's Cleaning Guidelines During COVID-19 course. Also 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. updated: 5/24/2022

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
Reopening Amenities During COVID-19
Duration 0 hours 10 minutes

Reopening Amenities During COVID-19 - Spanish
Duration 0 hours 10 minutes

Reopening Swimming Pools and Spas During COVID-19

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. updated: 5/24/2022

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
Reopening Swimming Pools and Spas During COVID-19
Duration 0 hours 15 minutes

Reopening Swimming Pools and Spas During COVID-19 - Spanish
Duration 0 hours 15 minutes

Reopening the Leasing Office During COVID-19

As businesses reopen, it is important to remember that we still have an important responsibility to continue to slow the spread of COVID-19. This means that "business as usual" will look a lot different than it did prior to the onset of the pandemic. 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. Last update: 3/9/2022

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions

Reopening the Leasing Office During COVID-19

Duration 0 hours 5 minutes

Reopening the Leasing Office During COVID-19 - Spanish

Duration 0 hours 5 minutes

Resident Retention

Resident Retention strategies from industry expert Mindy Williams. Real life examples and methods for increasing your resident retention.

Duration 1 Hour 30 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions

Resident Retention

Duration 1 hour 30 minutes

Safety Booster: Safety While Leasing

Studies show that people who work with the public are at greater risk of workplace violence. You can reduce your risk by consciously and consistently keeping safety in mind. In this learning booster, you'll learn tips for conducting leasing tours safely.

Duration 0 Hours 5 Minutes
Package Essentials
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English

Course Versions

Safety Booster: Safety While Leasing

Duration 0 hours 4 minutes

Select a Candidate, Make an Offer Series

When the dust settles from interviews, you may have one stand-out candidate, or you may have many. To make a final decision, you'll want to compare candidates against your list of necessary skills, look for a culture match, and do background and reference checks. This series will hone those skills, help you compose a compelling offer and reel in your new team member.

Duration 1 Hour 0 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions

Select a Candidate, Make an Offer Series

Duration 1 hour 0 minutes

Sexual Harassment

This course covers federal and state anti-harassment law and provides practical strategies for preventing harassing behavior and addressing it if it happens to you

or others in the workplace. You'll also learn how to create a workplace environment where all people are treated with civility and respect.

Duration 1 Hour 30 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Sexual Harassment

Duration 1 hour 30 minutes

Sexual Harassment - California

Duration 1 hour 30 minutes

Sexual Harassment - California Spanish

Duration 1 hour 30 minutes

Sexual Harassment - Connecticut

Duration 2 hours 0 minutes

Sexual Harassment - Connecticut Spanish

Duration 2 hours 0 minutes

Sexual Harassment - Spanish

Duration 1 hour 30 minutes

Sexual Harassment (Supervisor Version)

This course covers federal and state anti-harassment law and provides practical strategies for preventing harassing behavior and addressing it if it happens to you or others in the workplace. You'll also learn how to create a workplace environment where all people are treated with civility and respect, and about the important responsibilities you have as a supervisor.

Duration 1 Hour 40 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance

Supervisor/Employee Supervisor

Languages English, Spanish

Course Versions

Sexual Harassment (Supervisor Version)

Duration 1 hour 40 minutes

Sexual Harassment (Supervisor Version) - Both Connecticut and New York

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Both Connecticut and New York - Spanish

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - California

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - California - Spanish

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Chicago

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Chicago - Spanish

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Connecticut

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Connecticut - Spanish

Duration 2 hours 0 minutes

Sexual Harassment (Supervisor Version) - Spanish

Duration 1 hour 40 minutes

Sexual Harassment Refresher

This course provides a review of sexual harassment in the workplace, a look at recent issues relating to sexual harassment, and real-world practice scenarios to help improve civility and respect. This course assumes you have taken Grace Hill's Sexual Harassment course series.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Sexual Harassment Refresher
Duration 0 hours 30 minutes

Sexual Harassment Refresher - Spanish
Duration 0 hours 30 minutes

Sexual Harassment Refresher (Supervisor Version)

This course provides a review of sexual harassment in the workplace, a look at recent issues relating to sexual harassment, and real-world practice scenarios to help improve civility and respect. This course assumes you have taken Grace Hill's Sexual Harassment course series.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Supervisor
Languages English

Course Versions
Sexual Harassment Refresher (Supervisor Version)
Duration 0 hours 45 minutes

Stress Management

There's no escaping it: everyone experiences stress. This course will teach you how to manage stress in your daily life as well as handle the extra stress caused by major life events. The lessons in this course will apply to your work environment and to your personal life. Discover how stress impacts mental, physical and emotional wellbeing. Learn how to recognize the signs and symptoms of stress, and to build a positive, low-stress lifestyle. Master the Triple A method to consciously manage daily stress.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Stress Management
Duration 1 hour 0 minutes

Team Retention Strategies Series

When you have the kind of workplace that team members don't want to leave, the benefits go far beyond retention, though simply stopping the revolving door is a worthy goal all by itself. Creating that kind of workplace often requires a leader to modify their approach toward team members and the workplace culture, but it can be done. Find out how to take action today and make your community an amazing place to work.

Duration 0 Hours 25 Minutes
Package Essentials
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Team Retention Strategies Series
Duration 0 hours 25 minutes

The Leading Edge of Maintenance | ELECTRICAL

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | ELECTRICAL
Duration 0 hours 10 minutes

The Leading Edge of Maintenance | G/E DISHWASHER (Model #GSD2020Z02BB)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | G/E DISHWASHER (Model #GSD2020Z02BB)
Duration 0 hours 15 minutes

The Leading Edge of Maintenance | G/E DRYER (Model #GTX22EASKOWW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | G/E DRYER (Model #GTX22EASKOWW)
Duration 0 hours 25 minutes

The Leading Edge of Maintenance | G/E STACK WASHER/DRYER (Model #WSM2420TCAWW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | G/E STACK WASHER/DRYER (Model #WSM2420TCAWW)
Duration 0 hours 25 minutes

The Leading Edge of Maintenance | G/E WASHER (Model #WJSE4150B1WW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | G/E WASHER (Model #WJSE4150B1WW)
Duration 0 hours 25 minutes

The Leading Edge of Maintenance | HVAC

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | HVAC
Duration 1 hour 5 minutes

The Leading Edge of Maintenance | MAKE READY

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | MAKE READY
Duration 0 hours 15 minutes

The Leading Edge of Maintenance | PLUMBING

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | PLUMBING
Duration 0 hours 35 minutes

The Leading Edge of Maintenance | POOL SERIES

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | POOL SERIES
Duration 0 hours 35 minutes

The Leading Edge of Maintenance | SAFETY PRECAUTIONS

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | SAFETY PRECAUTIONS

Duration 0 hours 10 minutes

The Leading Edge of Maintenance | Whirlpool Dishwasher (Model # DU810SWPU3)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
The Leading Edge of Maintenance | Whirlpool Dishwasher (Model # DU810SWPU3)

Duration 0 hours 5 minutes

Time Management

Learn how to organize your day so that you conquer your most important tasks and leave the office on time, no matter the length of your to-do list. Topics include prioritizing, estimating how long tasks will take, managing interruptions, and organizing your workspace. Recommended for all associates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Time Management

Duration 1 hour 0 minutes

Traffic Generation

Learn valuable property management math formulas such as occupancy, closing ratios, and turnover ratios via interactive exercises. Create a Customized Traffic Plan based on the real numbers and needs of your community. Includes dozens of innovative ideas

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Traffic Generation

Duration 1 hour 0 minutes

Understanding Racism

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.

Duration 0 Hours 30 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Understanding Racism
Duration 0 hours 30 minutes

Understanding Workplace Violence

This course is designed to give you the information you need to identify the warning signs of workplace violence and understand your role in creating a safer workplace. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.Â

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee All
Languages English, Spanish

Course Versions
Understanding Workplace Violence
Duration 0 hours 20 minutes

Understanding Workplace Violence - Spanish
Duration 0 hours 20 minutes

Using Empathy to Develop Meaningful Connections with Others

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 learn 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.

Duration 0 Hours 10 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English, Spanish

Course Versions
Using Empathy to Develop Meaningful Connections with Others
Duration 0 hours 10 minutes

Using Empathy to Develop Meaningful Connections with Others - Spanish
Duration 0 hours 10 minutes

Virtual Leasing Webinar: Creating an Authentic Leasing Experience

Part 2 of a 4-part webinar series covering virtual leasing. Virtual Leasing is most impactful when it replicates, as closely as possible, an authentic and personal leasing experience. This session explains how to keep your virtual leasing activities as effective as possible, including: initiating virtual tours, personalizing communications, engaging video content, and closing the deal. Released 3/26/2020.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing Webinar: Creating an Authentic Leasing Experience
Duration 0 hours 45 minutes

Virtual Leasing Webinar: Essentials for Today's COVID-19 Environment

Part 1 of a 4-part webinar series covering virtual leasing. During this webinar they discuss various approaches to conducting leasing virtually; including how virtual leasing benefits your company and prospective clients, and what challenges leasing virtually may present your teams. Released 3/25/2020

Duration 1 Hour 0 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing Webinar: Essentials for Today's COVID-19 Environment
Duration 1 hour 0 minutes

Virtual Leasing Webinar: How To Do A Video Tour

This session is designed specifically for onsite team members who are conducting leasing virtually. We will go step by step through the process of conducting a video tour of your community and apartment (either live or pre-recorded), talk about best practices and pitfalls to avoid. We will recommend homework to accompany this session that will help you take the next step to ensure you are representing your community and management company in the best light. Released 4/16/2020

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing Webinar: How To Do A Video Tour
Duration 1 hour 0 minutes

Virtual Leasing Webinar: Training & Assessment

Even for master leasing agents, there is a learning curve when it comes to leasing virtually. Replicating a personalized leasing experience and standing out from the competition can become a bigger challenge. It is important to train teams on how to create and use videos and how to engage with the customer virtually. It's also critical to assess the videos and continue to measure the leasing efforts of the team. Released 04/01/2020.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing Webinar: Training & Assessment
Duration 0 hours 45 minutes

Virtual Leasing Webinar: Using Technology to Boost Sales

When it comes to Virtual Leasing, there are many approaches and technology options to consider. In this session, we'll explore how these various technologies can be used for gathering prospect information, scheduling, touring and follow-up. Released 4/1/2020.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing Webinar: Using Technology to Boost Sales
Duration 0 hours 45 minutes

Virtual Leasing: Conducting a Virtual Tour

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.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing: Conducting a Virtual Tour
Duration 0 hours 25 minutes

Virtual Leasing: Confidence in Virtual Leasing

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.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing: Confidence in Virtual Leasing
Duration 0 hours 25 minutes

Virtual Leasing: Introduction to Virtual Leasing

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.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing: Introduction to Virtual Leasing
Duration 0 hours 20 minutes

Virtual Leasing: Technology Tools for Virtual Leasing

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.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing: Technology Tools for Virtual Leasing
Duration 0 hours 20 minutes

Virtual Resident Engagement

It is important for those on the operations side of housing communities to have all the tools and information needed to make the resident experience as smooth as possible. This course will address communicating with your residents and keeping them engaged virtually.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Resident Engagement
Duration 0 hours 10 minutes

Workplace Harassment

Workplace harassment is not just about sex and gender. It can also involve race, religion, age, disabilities, and other protected characteristics. Harassment can occur in any workforce, in any job situation, and at any level.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Workplace Harassment
Duration 1 hour 0 minutes

Workplace Harassment - Spanish

Duration 1 hour 0 minutes

Workplace Harassment (Supervisor Version)

Workplace harassment is not just about sex and gender. It can also involve race, religion, age, disabilities, and other protected characteristics. Harassment can occur in any workforce, in any job situation, and at any level.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Compliance

Supervisor/Employee Supervisor

Languages English, Spanish

Course Versions

Workplace Harassment (Supervisor Version)

Duration 1 hour 0 minutes

Workplace Harassment (Supervisor Version) - Spanish

Duration 1 hour 0 minutes

Workplace Harassment Refresher

This course provides a review of harassment in the workplace, a look at recent issues relating to workplace harassment, and real-world practice scenarios to help improve workplace civility and respect. This course assumes you have taken Grace Hill's Workplace Harassment course.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Compliance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Workplace Harassment Refresher

Duration 0 hours 30 minutes

Repaso de acoso en el lugar de trabajo

Duration 0 hours 30 minutes

Workplace Harassment Supervisor Refresher

This course provides a review of harassment in the workplace, a look at recent issues relating to workplace harassment, and real-world practice scenarios to help improve workplace civility and respect. This course assumes you have taken Grace Hill's Workplace Harassment Supervisor course.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Compliance

Supervisor/Employee Supervisor

Languages English

Course Versions

Workplace Harassment Supervisor Refresher

Duration 0 hours 30 minutes