



Essentials Catalog

Our Essentials courses provide the training foundation that multifamily teams need to develop their skills and be successful.

The Foundation for Your Training

We've taken the guesswork out of building your training program! Our Essentials courses train the critical skills your employees need to be successful.

Browse the categories below for more details, including course descriptions and length.

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 Edge2Learn
Subject Mental Health & Wellness
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

Adapting to Change

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued team member. This series discusses normal reactions to change, the benefits of improving that reaction and how to make that transformation.

30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Adapting to Change

30 minutes

Adapting to Change Supervisors

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued supervisor. This course for supervisors addresses successfully coaching individuals through change.

45 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Adapting to Change Supervisors
45 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
NAA CEC Credits
1.00
Language Support Tool Not Available
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 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
NAA CEC Credits
2.00
Language Support Tool Not Available
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
NAA CEC Credits
2.00
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

Assistance Animals in Multifamily Housing

Issues surrounding assistance animals are some of the more complicated ones to navigate in the property management industry. In this course you will learn how federal laws regarding service and assistance animals apply to multifamily properties, strategies for handling accommodation requests related to assistance animals, and what to do when you suspect a medical verification for an assistance animal is not legitimate.

Duration 0 Hours 15 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

Assistance Animals in Multifamily Housing

Duration 0 hours

15 minutes

Assistance Animals in Multifamily Housing - Spanish

Duration 0 hours

15 minutes

Assistance Animals in Multifamily Housing (TDHCA)

Issues surrounding assistance animals are some of the more complicated ones to navigate in the property management industry. In this course you will learn how federal laws regarding service and assistance animals apply to multifamily properties, strategies for handling accommodation requests related to assistance animals, and what to do when you suspect a medical verification for an assistance animal is not legitimate. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

15 Minutes

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

Course Versions

Assistance Animals in Multifamily Housing (TDHCA)

15 minutes

Assistance Animals in Multifamily Housing Spanish (TDHCA)

15 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

NAA CEC Credits

1.00

Language Support Tool Not Available

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: 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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Boosters

Supervisor/Employee All

Languages English, Spanish

Course Versions

Booster: Compliments and Comments

Duration 0 hours

5 minutes

Booster: Compliments and Comments - Spanish

Duration 0 hours

5 minutes

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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Boosters

Supervisor/Employee All

Languages English

Course Versions

Booster: Compliments in the Workplace Quiz

Duration 0 hours

5 minutes

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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Boosters

Supervisor/Employee All

Languages English

Course Versions

Booster: Creating a Civil and Respectful Workplace

Duration 0 hours

5 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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Boosters

Supervisor/Employee All

Languages English

Course Versions

Booster: De-Escalating Conflict

Duration 0 hours

5 minutes

Booster: Safety on the Job: Touring and Entering Apartments

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 and entering apartments safely.

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 Safety

Boosters

Supervisor/Employee Employee

Languages English

Course Versions
Booster: Safety on the Job: Touring and Entering Apartments
Duration 0 hours
4 minutes

Bribery Awareness

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

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

Course Versions
Bribery Awareness
Duration 0 hours
15 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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
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
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
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
NAA CEC Credits 1.00
Language Support Tool Not Available
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

NAA CEC Credits

1.00

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

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

NAA CEC Credits

1.00

Language Support Tool Not Available

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

NAA CEC Credits

2.00

Language Support Tool Not Available

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

Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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

Coaching Foundations

Coaching can boost team member engagement and motivation, and build high-performing organizations, but it takes training for a leader to develop coaching skills. Learn how great coaches think, the skills to use and steps to take when coaching, how to use the GROW framework, and situations when coaching might not be the best approach. Along the way you'll practice making coaching decisions through interactive scenarios involving typical community situations.

Duration 50 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Coaching Foundations
50 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
NAA CEC Credits
2.00
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
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
Language Support Tool Not Available
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

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
NAA CEC Credits
1.00
Language Support Tool Not Available
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 No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Crisis Management: Prevention & Preparation

Duration 1 hour
0 minutes

Crisis Management: Prevention & Preparation (Spanish)

Duration 1 hour

Critical Thinking Series

Every day, we are bombarded with information and choices. Critical thinking skills can help us sift out fact from opinion, make better decisions, and achieve more fulfillment in our work and personal lives. Learn what critical thinking is and how to improve your skills through real-life scenarios that challenge you to make connections, evaluate information and think in a different, deliberate way.

50 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Critical Thinking Series

50 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

NAA CEC Credits

1.00

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Maintenance

Leasing and Marketing

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

NAA CEC Credits

2.00

Language Support Tool Not Available

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

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Customer Service

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
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
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
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
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
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
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

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
NAA CEC Credits
1.00
Language Support Tool Not Available
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

NAA CEC Credits

1.00

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: 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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion
Boosters

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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion
Boosters

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: Respecting Differences in Hair and Physical Appearance

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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion Boosters

Supervisor/Employee All

Languages English, Spanish

Course Versions

DEI Booster: Respecting Differences in Hair and Physical Appearance

Duration 0 hours

5 minutes

DEI Booster: Respecting Differences in Hair and Physical Appearance - Spanish

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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion Boosters

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

Designing an Equitable Workplace Dress Code

In this course, learn how to avoid common dress code mistakes and design a fair, equitable, and accommodating dress code.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Designing an Equitable Workplace Dress Code

Duration 0 hours

10 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 & Social Responsibility

Diversity, Equity, and Inclusion
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 & Social Responsibility
Diversity, Equity, and Inclusion
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 & Social Responsibility
Diversity, Equity, and Inclusion
Compliance Refreshers
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 & Social Responsibility
Diversity, Equity, and Inclusion
Compliance Refreshers
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

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

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

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

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 & Social Responsibility

Compliance Refreshers

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 & Social Responsibility

Compliance Refreshers

Supervisor/Employee Supervisor

Languages English

Course Versions

Drug-Free Workplace Supervisor Refresher

Duration 0 hours

30 minutes

Effective Time Management

How can you invite a customer to look inside your apartment homes when they can't join you in person? Try a virtual tour experience using pre-recorded video or live streaming video. Explore how these options work in different leasing situations, what you'll need to get started, tips for improving the visual experience and how to incorporate best-practice leasing techniques.

35 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Effective Time Management

35 minutes

Emotional Intelligence Series

Emotional intelligence (EI) has become a hot topic in business and personal development. Emotions can help you work smarter, or undermine your efforts. Learn more about what emotional intelligence is, why it matters and how you can boost it to improve your day-to-day interactions with community residents and co-workers.

50 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Emotional Intelligence Series

50 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

Language Support Tool Not Available

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

Language Support Tool Not Available

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
Language Support Tool Not Available
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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
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
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Customer Service
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
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee All
Languages English

Course Versions

Express: Customer Service - Responding to Residents Facing Financial Hardship

Duration 0 hours

5 minutes

Express: DEI - Pronouns Matter (Infographic)

What you say matters when it comes to customer service and team relations. Using a person's preferred pronouns is a way to show courtesy and respect for them as individuals. Get up-to-speed on the evolving nature of these standards, and learn how to handle situations with ease.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

Express: DEI - Pronouns Matter (Infographic)

5 minutes

Express: DEI - What You Don't Know About Microaggressions

Diversity, equity and inclusion initiatives may focus on the big picture, but there are a thousand small personal exchanges that make a difference in creating a truly inclusive community. Microaggressions can often be part of these exchanges, though the perpetrator may not even be aware that what they are saying or doing demeans the other person. Explore what microaggressions are, why they matter, what we can do to decrease them, and what victims should consider when deciding how to react.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

Express: DEI - What You Don't Know About Microaggressions

5 minutes

Express: Leadership - Quiet Quitting: What, Why and How to Approach (Infographic)

Going the extra mile to get a lease or turn an apartment has long been part of multifamily work culture. Now, "quiet quitting" may be a symptom that it's time to reassess both management practices and expectations of team members. Though the term "quiet quitting" is a recent one, the phenomenon is not new and it's not limited to our industry. Let's look at the facts surrounding quiet quitting, dispel the myths and discuss what you can do about it.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions

Express: Leadership - Quiet Quitting: What, Why and How to Approach (Infographic)

5 minutes

Express: Leasing - Tour Safely, Fairly and in Compliance With Laws

Even though most customers pose no risk to personal safety, it's reasonable to be observant and cautious when giving tours. In this course, you'll explore how to stay safe, what to say if you feel unsafe and need to end a tour, and how to document your decisions to avoid potential fair housing repercussions if you have to change your standard tour routine.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Leasing and Marketing

Supervisor/Employee All

Languages English

Course Versions
Express: Leasing - Tour Safely, Fairly and in Compliance With Laws

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 Edge2Learn
Subject Mental Health & Wellness
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 - Fatigued Find Your Fix (Infographic)

Let's say you're getting a full night's sleep, but you still don't feel restored. It could mean that you need more than just physical rest. Here are some tips to regenerate your other energy types: mental, sensory, creative, emotional, social and spiritual.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn

Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Fatigued Find Your Fix (Infographic)

5 minutes

Express: Mental Health and Wellness - Mindful Meditation

The pace of life can sometimes become overwhelming. There may be times when you find balancing the needs of your residents, team, community and personal life is exhausting. When life feels chaotic and you find it difficult to maintain focus, just a few minutes of mindful meditation may be just what you need to click that reset button, recenter, refocus and recharge. This course takes you through some simple steps for learning mindful meditation so you can slow your breathing, calm your nervous system and take back control when you find yourself in the midst of a chaotic environment.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Mindful Meditation

Duration 0 hours

5 minutes

Express: Mental Health and Wellness - Need Nature?

When was the last time you felt grass tickle your toes? Or actually focused on the sound of birds singing? Immersing yourself in nature can help ease many of the side effects of adulting, such as stress and fatigue. Learn more about the benefits and how you can bring more nature into every day.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions

Express: Mental Health and Wellness - Need Nature?

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 Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions

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

Duration 0 hours

5 minutes

Express: Mental Health and Wellness - Unplug to Recharge

Do you need just a few more hours of energy to get you through the day or is your internal battery dying before you even have a chance to recharge it? In this course, we'll identify sneaky energy zappers and learn how to flip the script to recharge when you are feeling tapped out. Once you understand the triggers that drain your battery you can deploy the solutions that energize you.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions

Express: Mental Health and Wellness - Unplug to Recharge

5 minutes

Express: Mental Health and Wellness - Yoga in the Workplace

If there was a magic pill that could help your concentration, sleep, stress levels and overall physical health, would you take it? Yoga can provide these benefits and many more without a prescription! Learn more about the benefits of yoga and try out some simple stretches you can do anytime, whether in the office or maintenance shop, as you begin to experience improved wellness through movement.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Yoga in the Workplace

Duration 0 hours

5 minutes

Express: People Skills - De-escalate Their Anger—In Person and On the Phone (Infographic)

When a customer, team member or vendor gets angry, the situation can escalate quickly. That's when you'll need de-escalation techniques in your people skills toolbox. This infographic presents tips for both in-person and phone conversations, as well as nonverbal methods to help the other person regain control and avoid a crisis.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee All

Languages English

Course Versions

Express: People Skills - De-escalate Their Anger—In Person and On the Phone (Infographic)

5 minutes

Express: People Skills - Empathy in the Workplace

Isn't empathy the same as sympathy? (No.) Can you really learn to be more empathetic? (Yes!) This course tackles the whys and hows behind these questions as well as providing opportunities to recognize and see empathy at work in scenarios involving residents and teammates. If you want to connect with others, reduce intolerance and improve your customer service skills, empathy is the skill you need right now.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee All

Languages English

Course Versions

Express: People Skills - Empathy in the Workplace

5 minutes

Express: People Skills - Keep Your Cool When They Lose Theirs

A confrontational or angry resident might trigger all sorts of automatic responses in us. Staying professional in these situations can be tough, but it's doable when you know what's sparking your responses and the techniques to moderate them.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee All

Languages English

Course Versions

Express: People Skills - Keep Your Cool When They Lose Theirs

5 minutes

Express: People Skills - The Approachability Advantage

Being approachable comes easily for some. For others, it takes intentional effort. Learn what's meant by being "approachable," how it benefits you and your career, and the skills you need to be your best approachable you.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee All

Languages English

Course Versions
Express: People Skills - The Approachability Advantage
5 minutes

Express: People Skills - The Win-Win of Being a Team Player

Being a team player comes naturally for some. Others need a nudge in the right direction. Understand why being a great team player is important, how to be a better team player and how to find personal success through building each other's success.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - The Win-Win of Being a Team Player
5 minutes

Express: People Skills - Win Over with Body Language (Infographic)

Body language is something all humans use—consciously or not. With some thought, intention and practice, you can improve the body language you use when interacting in your community to send clear signals that you are interested, engaged and confident.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - Win Over with Body Language (Infographic)
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
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
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
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
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

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Mental Health & Wellness

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

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

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

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Express: Workplace Savvy - Crying at Work

Duration 0 hours

5 minutes

Express: Workplace Savvy - Professional Texting (Infographic)

To text or not to text? When done correctly, texting can be a powerful tool to provide excellent, quick customer service, foster communication between residents and team members, build trust, and encourage engagement—all of which leads to higher retention rates and a happier community.

5 Minutes

Package Essentials

NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Workplace Savvy - Professional Texting (Infographic)

5 minutes

Express: Workplace Savvy - The Buzz on Business Writing (Infographic)

Everyone knows how to write, right? That depends. Business writing has its own standards and, if those are broken, the writer ends up disrespected—or worse. In just a few minutes, you can review the basics of writing clear, professional messages when communicating with team members, residents and customers.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Workplace Savvy - The Buzz on Business Writing (Infographic)

5 minutes

Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)

Commas, periods and word mix-ups...oh my! Grammar mistakes can tarnish both the impact and professionalism of your business correspondence. Whether you're contacting a team member, resident or customer, remember these basic grammar rules to polish up your writing and let your message shine.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions

Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)

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
NAA CEC Credits 2.00
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 (TDHCA)

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. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee All

Languages English, Spanish

Course Versions

Fair Housing (TDHCA)

Duration 2 hours

0 minutes

Fair Housing Spanish (TDHCA)

Duration 2 hours

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 Disparate Impact (TDHCA)

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. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to*

meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.

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 All
Languages English, Spanish

Course Versions
Fair Housing and Disparate Impact (TDHCA)

30 minutes

Fair Housing and Disparate Impact Spanish (TDHCA)

30 minutes

Fair Housing and Limited English Proficiency

This course provides an overview of guidance issued by the Department of Housing and Urban Development (HUD) to help multifamily housing providers understand how the Fair Housing Act (FHA) applies to people who are limited English proficient, or LEP.

Duration 0 Hours 15 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

Course Versions
Fair Housing and Limited English Proficiency

Duration 0 hours

15 minutes

Fair Housing and Limited English Proficiency (TDHCA)

This course provides an overview of guidance issued by the Department of Housing and Urban Development (HUD) to help multifamily housing providers understand how the Fair Housing Act (FHA) applies to people who are limited English proficient, or LEP. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

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

Course Versions
Fair Housing and Limited English Proficiency (TDHCA)

Duration 0 hours

15 minutes

Fair Housing and Local Nuisance Ordinances

This course is about guidance issued by the department of Housing and Urban Development to help housing providers understand how the Fair Housing Act applies to Local Nuisance ordinances. These ordinances may lead to housing discrimination against survivors of domestic violence and other persons in need of emergency services. It's important to be educated on the rules and how they apply to fair housing.

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

Course Versions Fair Housing and Local Nuisance Ordinances

Duration 0 hours

15 minutes

Fair Housing and Local Nuisance Ordinances (TDHCA)

This course is about guidance issued by the department of Housing and Urban Development to help housing providers understand how the Fair Housing Act applies to Local Nuisance ordinances. These ordinances may lead to housing discrimination against survivors of domestic violence and other persons in need of emergency services. It's important to be educated on the rules and how they apply to fair housing. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

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 All

Languages English

Course Versions

Fair Housing and Local Nuisance Ordinances (TDHCA)

30 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 Reasonable Accommodations and Modifications (TDHCA)

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. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

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 All

Languages English, Spanish

Course Versions

Fair Housing and Reasonable Accommodations and Modifications (TDHCA)

30 minutes

Fair Housing and Reasonable Accommodations and Modifications Spanish (TDHCA)

30 minutes

Fair Housing and Social Media

This course provides practical strategies for complying with fair housing law as you manage your community's social media.

Duration 0 Hours 15 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

Course Versions

Fair Housing and Social Media

Duration 0 hours

15 minutes

Fair Housing and Social Media (TDHCA)

This course provides practical strategies for complying with fair housing law as you manage your community's social media. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee All

Languages English

Course Versions

Fair Housing and Social Media (TDHCA)

15 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 and Terms, Conditions, and Privileges (TDHCA)

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. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.*

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 All
Languages English, Spanish

Course Versions
Fair Housing and Terms, Conditions, and Privileges (TDHCA)

30 minutes

Fair Housing and Terms, Conditions, and Privileges Spanish (TDHCA)

30 minutes

Fair Housing and the Violence Against Women Act

This course will explore how the Violence Against Women Act protects survivors of domestic violence, dating violence, sexual assault, and stalking from housing discrimination.

Duration 0 Hours 15 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

Course Versions
Fair Housing and the Violence Against Women Act

Duration 0 hours

15 minutes

Fair Housing and the Violence Against Women Act (TDHCA)

This course will explore how the Violence Against Women Act protects survivors of domestic violence, dating violence, sexual assault, and stalking from housing discrimination. *This course, along with the other TDHCA-designated Fair Housing courses, is part of the content approved by the Texas Department of Housing and*

Community Affairs (TDHCA) to meet the state of Texas' five-hour Fair Housing training requirement. All content on each page must be viewed in its entirety before proceeding to the next page.

15 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee All
Languages English

Course Versions
Fair Housing and the Violence Against Women Act (TDHCA)

15 minutes

Fair Housing Booster: 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
Language Support Tool Available Not Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Age Discrimination

Duration 0 hours

10 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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Boosters
Supervisor/Employee Employee
Languages English

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

Fair Housing Booster: Fair Housing During a Tour

Learn the importance of and how to maintain fair housing compliance by properly displaying required information and identifying potentially discriminatory visuals across all tour types.

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 Leasing and Marketing
Boosters
Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Fair Housing During a Tour
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Boosters
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Boosters
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
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Marijuana and Smoke-Free Policies

Duration 0 hours
5 minutes

Fair Housing Booster: 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
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Marital Status Discrimination

Duration 0 hours
10 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
Boosters
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Practicing Fair Housing

Duration 0 hours
5 minutes

Fair Housing Booster: Resident Concerns: Hostile Environment Harassment

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
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Resident Concerns: Hostile Environment Harassment

Duration 0 hours

5 minutes

Fair Housing Booster: Showing Without Steering

Learn how to avoid steering by offering options while supporting fair housing compliance.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters
Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Showing Without Steering

Duration 0 hours

5 minutes

Fair Housing Booster: 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

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Source of Income Discrimination

Duration 0 hours

10 minutes

Fair Housing Booster: Words Matter When it Comes to Fair Housing

Learn to use neutral and inclusive language that supports fair housing compliance and prevents discrimination.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters
Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Words Matter When it Comes to Fair Housing

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

NAA CEC Credits

1.00

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

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Compliance Refreshers

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Fair Housing Refresher

Duration 0 hours

30 minutes

Fair Housing Refresher - Spanish

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

Language Support Tool Not Available

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

Following Up After Virtual and Self-Guided Tours

From virtual to self-guided tours, communities find that, in general, customers like this new way of leasing an apartment. But how do you make up for the loss of face-to-face time with a customer? Following up with customers after a virtual or self-guided tour can bridge the gap if you know what to include in your follow-up efforts, when and how to follow up, and if you have strategies and protocols in place to get your follow-ups done.

20 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Following Up After Virtual and Self-Guided Tours
20 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
Language Support Tool Not Available
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 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

GH Webinar: Staying Calm Under Pressure: Proven Strategies for Diffusing Stressful Customer Interactions

In this recorded webinar, you'll hear tips and tricks from an industry veteran for running a well-oiled maintenance operation, even without a lead tech on your team. From supply chain management to leveraging technology and smart delegation, you'll walk away with an actionable blueprint to: optimize maintenance workflows, implement powerful tech tools, and maximize your team's productivity.

Duration 1 Hour
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
GH Webinar: Staying Calm Under Pressure: Proven Strategies for Diffusing Stressful Customer Interactions

Duration 1 hour

GH Webinar: The Property Manager's Survival Guide - Mastering Maintenance Without a Lead Tech

Multifamily onsite teams are trained in areas like Fair Housing compliance, sexual harassment prevention, safety, and customer service. However, they often face conflicts with aggressive or upset residents without the tools to de-escalate these situations effectively. This recorded webinar provides practical skills for managing difficult interactions with care and empathy, helping reduce stress and improving outcomes for team members interacting with residents daily.

Duration 1 Hour
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill

Subject Maintenance
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: The Property Manager's Survival Guide - Mastering Maintenance Without a Lead Tech

Duration 1 hour

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
NAA CEC Credits
1.00
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Hoarding

Duration 1 hour

0 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
Language Support Tool Not Available
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 (Florida)

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

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
Language Support Tool Not Available
Records Score No

Content Provider Edge2Learn
Subject Compliance & Social Responsibility
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: Are You VAWA Compliant? (Infographic)

The U.S. Violence Against Women Act (VAWA) provides protections against housing loss for victims of domestic violence, sexual assault, dating violence and stalking. This easy-to-read summary tells which communities are subject to VAWA regulations and describes the basic provisions required by the law.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Compliance & Social Responsibility

Supervisor/Employee All

Languages English

Course Versions

In the Know: Are You VAWA Compliant? (Infographic)

5 minutes

In the Know: Community-Based Fraud (Infographic)

Learn the basics of application and lease fraud, including the different types of fraud, the tactics and red flags of people attempting to commit fraud, and the steps you can take to protect your community from fraud.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions

In the Know: Community-Based Fraud (Infographic)

5 minutes

In the Know: Consumer Reviews & Testimonials

The Federal Trade Commission determined the deceptive use of consumer reviews and testimonials negatively impacts the consumer experience and creates an unfair marketplace. Their 2024 “Trade Regulation Rule on the Use of Consumer Reviews and Testimonials” ([16 CFR Part 465](#)) bans several practices deemed unfair or deceptive

Duration -1 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee All

Languages English

Course Versions

In the Know: Consumer Reviews & Testimonials

Duration 0 hours

0 minutes

In the Know: Data Security (Infographic)

It's second nature to lock up tools, keys and office doors, but what about the online community data that you use everyday? Data thieves count on team members letting down their guards just once. Don't be the one that leaves the door open. Get up to speed or refresh your knowledge on strong passwords, mobile device use, connecting to networks, flash drives and more. Plus, supervisors will benefit from a high level review of data security risk management plans.

10 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Data Security (Infographic)
10 minutes

In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)

In March 2023 in Florida, a tort reform bill (HB 837) was signed into law that significantly changes how personal injury and wrongful death lawsuits are filed and litigated in the state. Learn the requirements, deadlines, and steps you should take to ensure you and your community receive full protection under the tort reform law.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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: Hoarding (Infographic)

Your maintenance team reports one apartment is stacked floor to ceiling with magazines and newspapers. Before you contemplate eviction or plan for additional dumpster capacity, get in the know. Learn about hoarding, the potential impacts to communities and residents, and how to handle the situation while staying on the right side of fair housing laws.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
In the Know: Hoarding (Infographic)
5 minutes

In the Know: 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. You'll review 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 Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions

In the Know: HUD's Best Practices for Using Criminal Records in Housing

Duration 0 hours

5 minutes

In the Know: Miya's Law for Florida (Infographic)

In June 2022, a law was passed in Florida aimed at strengthening resident safety. It is known as "Miya's Law." Learn why Miya's Law came about, what it requires of Florida multifamily communities, and how to pursue compliance.

5 Minutes

Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions

In the Know: Miya's Law for Florida (Infographic)

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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions

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

Duration 0 hours

5 minutes

In the Know: Understanding the Family and Medical Leave Act

A quick-reference PDF infographic outlining FMLA essentials, including eligibility, qualifying reasons, leave duration, employee responsibilities, and job protection.

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

Course Versions

In the Know: Understanding the Family and Medical Leave Act

Duration 0 hours

5 minutes

In the Know: Understanding Your State and Local Protected Classes

Get a clear overview of federal, state, and local protected classes and why they matter for fair housing. This infographic highlights key protections, common additions at the state and local level, and best practices for preventing discrimination. Use the tips and activity section to identify protected classes in your area and take action to ensure fair, consistent housing practices.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions

In the Know: Understanding Your State and Local Protected Classes

Duration 0 hours

20 minutes

In the Know: Virtual Tours (Infographic)

No more guided tours? No worries. If your community has suspended regular touring activities during the COVID-19 epidemic, there are alternatives for demonstrating your apartment homes and community. Explore options including live streaming tours, video chat and video recordings, along with technical and sales tips for professional, effective results.

5 Minutes

Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions

In the Know: Virtual Tours (Infographic)

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
NAA CEC Credits Available Yes
NAA CEC Credits
1.00

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Interviewing Series

Duration 1 hour

5 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

Language Support Tool Not Available

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

Involuntary Terminations

Caring about each team member's success is necessary for being a good leader. That's what makes terminating team members one of the hardest things that managers sometimes have to do, even for serious behavior violations. You owe it to yourself and those team members to do the job well and do it right. It starts with knowing the legalities involved, then carefully weighing the decision, getting your procedural ducks in a row, conducting the meeting and, finally, closing the loop with the rest of your team.

35 Minutes

Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Involuntary Terminations
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
Language Support Tool Not Available

Records Score No
Content Provider Grace Hill
Subject Leadership
Boosters
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Boosters
Supervisor/Employee Supervisor
Languages English

Course Versions
Leadership Booster: 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
Boosters
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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Boosters
Supervisor/Employee Supervisor
Languages English

Course Versions
Leadership Booster: 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
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Boosters

Supervisor/Employee Supervisor
Languages English

Course Versions
Leadership Booster: Psychological Safety Quick Quiz

Duration 0 hours

5 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 Edge2Learn

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 fan 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 Edge2Learn

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 fan 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 Edge2Learn

Subject Leasing and Marketing

Supervisor/Employee All

Languages English

Course Versions

Leasing 202 Series

Duration 0 hours

55 minutes

Leasing Booster: Building a Connection with Customers During a Virtual Tour

Learn how to build stronger personal connections on virtual tours to create more engaging, authentic interactions.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Building a Connection with Customers During a Virtual Tour

Duration 0 hours

5 minutes

Leasing Booster: Clear Instructions for Self-Guided Tours

Master clear communication that guides prospects smoothly through self-guided tours to create a seamless, stress-free experience and a strong first impression.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Clear Instructions for Self-Guided Tours

Duration 0 hours

5 minutes

Leasing Booster: Communicating with Prospective Residents by Email

Write effective emails that make a strong impression to build trust and keep the conversation going.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Communicating with Prospective Residents by Email

Duration 0 hours

5 minutes

Leasing Booster: Creating Urgency Over the Phone

Learn how to create a sense of urgency in phone conversations using proven techniques that motivate prospects to act quickly.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Creating Urgency Over the Phone

Duration 0 hours

5 minutes

Leasing Booster: Discussing Pricing with Customers

Learn a structured approach to confidently discuss pricing by building value first and clearly explaining all charges.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Discussing Pricing with Customers
Duration 0 hours
5 minutes

Leasing Booster: Essential Closing Strategies

Master closing techniques that you can tailor to each prospect and use to navigate common objections smoothly.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Essential Closing Strategies
Duration 0 hours
5 minutes

Leasing Booster: Extending an Invitation Over the Phone

Master the skill of confidently inviting prospects to tour your community and setting specific appointments.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Extending an Invitation Over the Phone
Duration 0 hours
5 minutes

Leasing Booster: Following Up With Prospective Residents After a Visit

Discover strategies for following up with prospective residents in a way that builds trust and drives results.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Following Up With Prospective Residents After a Visit
Duration 0 hours
5 minutes

Leasing Booster: Giving the Tour

Engage prospects with active listening, tailored highlights, and fair housing principles to lead relaxed, compelling tours that help them envision living in your community.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Giving the Tour

Duration 0 hours

5 minutes

Leasing Booster: Handling Price Checks Over the Phone

Learn to shift price-focused calls toward value by asking questions and highlighting key apartment features.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Handling Price Checks Over the Phone

Duration 0 hours

5 minutes

Leasing Booster: Handling Questions about Security

Learn how to follow fair housing laws, avoid guarantees, and highlight safety features appropriately to handle security-related questions with care and confidence.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Handling Questions about Security

Duration 0 hours

5 minutes

Leasing Booster: How to Personalize the Tour

Learn how to personalize tours by asking focused questions and showcasing features that matter most to each prospect.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: How to Personalize the Tour

Duration 0 hours

5 minutes

Leasing Booster: Identifying Customer Needs In Person

Learn how to ask open-ended questions that surface key needs to build rapport and uncover what matters most to each prospect.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions
Leasing Booster: Identifying Customer Needs In Person

Duration 0 hours
5 minutes

Leasing Booster: Identifying Customer Needs Over the Phone

Use the consultative approach to guide conversations to uncover each prospect's unique needs and preferences.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Identifying Customer Needs Over the Phone

Duration 0 hours
5 minutes

Leasing Booster: Keeping Good Connectivity Throughout a Virtual Tour

Learn how to maintain a smooth, professional virtual tour that builds value and supports leasing success.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Keeping Good Connectivity Throughout a Virtual Tour

Duration 0 hours
5 minutes

Leasing Booster: Keeping the Leasing Office Tidy

Learn practical tips to create a welcoming environment for prospective residents.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Keeping the Leasing Office Tidy

Duration 0 hours
5 minutes

Leasing Booster: Maintaining a Professional Appearance

Discover how presenting yourself professionally can create positive interactions with clients and colleagues.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Maintaining a Professional Appearance
Duration 0 hours
5 minutes

Leasing Booster: Mastering Curb Appeal

Learn how to maintain clean, well-kept exteriors to boost curb appeal, reflect pride in your community, and attract prospective residents from the moment they arrive.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits 0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Mastering Curb Appeal
Duration 0 hours
5 minutes

Leasing Booster: Mastering First Impressions

Make every visitor feel welcome and valued with simple yet powerful first impression techniques.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits 0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Mastering First Impressions
Duration 0 hours
5 minutes

Leasing Booster: Overcoming Objections

Build confidence to turn objections into opportunities by uncovering prospects' real concerns and responding with solutions that highlight your community's value.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits 0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Overcoming Objections
Duration 0 hours
5 minutes

Leasing Booster: Phone Closing Essentials

Confidently close phone calls by confirming next steps, providing clear tour instructions, and collecting contact information.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits 0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Phone Closing Essentials

Duration 0 hours

5 minutes

Leasing Booster: Preparing to Show: Apartment Staging Basics

Learn how to prepare and stage apartments to create a strong first impression with every showing.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Preparing to Show: Apartment Staging Basics

Duration 0 hours

5 minutes

Leasing Booster: Preparing to Show: Apartment Staging Basics for a Self-Guided Tour

Learn how to stage apartments so they feel clean, inviting, and comfortable, helping prospects envision themselves living in the community and boosting your conversion rates.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Preparing to Show: Apartment Staging Basics for a Self-Guided Tour

Duration 0 hours

5 minutes

Leasing Booster: Responding to Internet Inquiries

Respond promptly and personally to online inquiries to encourage prospects to schedule tours.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Leasing Booster: Responding to Internet Inquiries

Duration 0 hours

5 minutes

Leasing Booster: Selling Features Over the Phone

Confidently highlight your community to each prospect using engaging language to build urgency from the first call.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions
Leasing Booster: Selling Features Over the Phone
Duration 0 hours
5 minutes

Leasing Booster: Showing Apartment Homes and Community Features

Guide virtual tours with friendly conversation and visuals that showcase apartments and amenities while staying fair housing compliant.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Showing Apartment Homes and Community Features
Duration 0 hours
5 minutes

Leasing Booster: The Elements of a Great Phone Greeting

Learn practical tips to build habits that create positive first impressions on every call.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: The Elements of a Great Phone Greeting
Duration 0 hours
5 minutes

Leasing Booster: Things to Do Before Quoting Price

Learn how to redirect early pricing questions to establish value before discussing price.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: Things to Do Before Quoting Price
Duration 0 hours
5 minutes

Leasing Booster: What Are Your Signs Saying

Make a great impression with signs and notices that are clean, clear, professional, and error-free.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing Boosters
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Booster: What Are Your Signs Saying
Duration 0 hours
5 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

NAA CEC Credits

1.00

Language Support Tool Not Available

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

Marijuana at Work: What Employers Need to Know

When state law says one thing and federal law says another, what's an employer to do? In this course, learn how this complex and sometimes contradictory topic relates to drug testing, employer responsibilities, and employee rights.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Marijuana at Work: What Employers Need to Know

Duration 0 hours

15 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

NAA CEC Credits

2.00

Language Support Tool Not Available

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

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: 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

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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
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
NAA CEC Credits 1.00
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Performance Management

Duration 1 hour

0 minutes

PetScreening - Assistance Animals & Fair Housing: Navigating Regulations, Rights and Responsibilities

Learn how to navigate the complex world of assistance animals and fair housing in this educational session hosted by PetScreening.

Duration 1 Hour 0 Minutes
Package PetScreening Essentials

NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider PetScreening
Supervisor/Employee Employee
Languages English

Course Versions

**PetScreening - Assistance Animals & Fair Housing:
Navigating Regulations, Rights and Responsibilities**

Duration 1 hour

0 minutes

PetScreening - Pets Are the New Kids: Unleashing Leasing and Revenue Potential

Learn how to implement effective, pet-inclusive policies that enhance property performance, manage animal-related risks, navigate assistance animal accommodations, and stay current with legal requirements.

Duration 1 Hour 0 Minutes

Package PetScreening
Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider PetScreening

Supervisor/Employee Employee

Languages English

Course Versions

**PetScreening - Pets Are the New Kids: Unleashing
Leasing and Revenue Potential**

Duration 1 hour

0 minutes

PetScreening - Renew Your Lease on Mental Health: Your Roadmap to Personal and Team Wellness

Explore the critical role of mental health in property management and gain practical strategies to build resilience, support your team, and strengthen workplace culture using the MILES framework.

20 Minutes

Package PetScreening
Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider PetScreening

Supervisor/Employee Employee

Languages English

Course Versions

**PetScreening - Renew Your Lease on Mental
Health: Your Roadmap to Personal and Team
Wellness**

20 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

NAA CEC Credits

2.00

Language Support Tool Not Available

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
NAA CEC Credits
1.00
Language Support Tool Not Available
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. For a more personalized learning experience, we recommend that participants have access to their community's Profit and Loss (P&L) statement during the course. While not required, having this information on hand will allow you to apply the course concepts directly to your community, making the exercises more relevant and impactful

Duration 1 Hour 15 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2.00
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions Property Management Financials

Duration 1 hour
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

NAA CEC Credits

1.00

Language Support Tool Not Available

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

NAA CEC Credits

1.00

Language Support Tool Not Available

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

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Recruiting Series

Duration 1 hour

25 minutes

Reducing Risk Through Policies and Procedures

In this course, you will learn best practices for reviewing, maintaining, and implementing company policies and procedures.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Reducing Risk Through Policies and Procedures

Duration 0 hours

15 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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Property Operations
Supervisor/Employee Employee
Languages English

Course Versions
Renewals Series

Duration 1 hour
0 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
NAA CEC Credits
1.00
Language Support Tool Not Available
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

Retaliation in the Workplace

This course provides an overview of retaliation in the workplace, including how to recognize and deal with retaliation should you find yourself the target of retaliatory behavior.

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

Course Versions
Retaliation in the Workplace

Duration 0 hours
20 minutes

Retaliation in the Workplace - Spanish

Duration 0 hours
20 minutes

Retaliation in the Workplace for Supervisors

This course provides an overview of retaliation in the workplace, including what to do if you experience retaliation, and, as a supervisor, what you can do to avoid retaliation.

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

Course Versions
Retaliation in the Workplace for Supervisors

Duration 0 hours
20 minutes

Retaliation in the Workplace for Supervisors - Spanish

Duration 0 hours

20 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

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Select a Candidate, Make an Offer Series

Duration 1 hour

0 minutes

Self-Guided Tours Series

Whether your community already offers self-guided tours or is just exploring the possibility, in this course you'll discover the basic variations in program types, learn about the potential impacts and value added by self-guided tours, discover how the leasing process may vary from traditional tours, and consider implementation, marketing and management for your self-guided tour program.

25 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Leasing and Marketing

Supervisor/Employee All

Languages English

Course Versions

Self-Guided Tours Series

25 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 20 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Sexual Harassment

Duration 1 hour

20 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 & Social Responsibility

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 Not Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility
Compliance Refreshers

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 Not Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Compliance Refreshers
Supervisor/Employee Supervisor
Languages English

Course Versions Sexual Harassment Refresher (Supervisor Version)

Duration 0 hours
45 minutes

Sight-Unseen Leasing Series

When apartment hunters can't come to you, how do you modify your leasing process? From initial contact to hearing them say, "yes," we'll look at how to handle initial inquiries, modify your tour experience, conduct effective follow-up and more, all while reinforcing best-practice leasing techniques. Yes, you can fill vacancies with loyal residents, even sight unseen!

10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions Sight-Unseen Leasing Series

10 minutes

Spark: Advanced Closing Techniques - Body Language: What You're Really Saying

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions Spark: Advanced Closing Techniques - Body Language: What You're Really Saying

5 minutes

Spark: Advanced Closing Techniques - Buying Signals: Know When to Close

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions Spark: Advanced Closing Techniques - Buying Signals: Know When to Close

5 minutes

Spark: Advanced Closing Techniques - Find Your Role

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Closing Techniques - Find Your Role

5 minutes

Spark: Advanced Closing Techniques - Make It Yours

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Closing Techniques - Make It Yours

5 minutes

Spark: Advanced Closing Techniques - Storytelling: Make it Stick

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Closing Techniques - Storytelling: Make it Stick

5 minutes

Spark: Advanced Closing Techniques - The Pause: Your Secret Closing Tool

Strengthen your closing skills with advanced techniques that build confidence and drive results. Learn to read buying signals, use body language effectively, tell compelling stories, and close with authenticity and impact.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Closing Techniques - The Pause: Your Secret Closing Tool

5 minutes

Spark: Advanced Telephone Techniques - Closing the Call: Leave the Door Open

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - Closing the Call: Leave the Door Open

5 minutes

Spark: Advanced Telephone Techniques - Control the Call: Lead Without Dominating

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - Control the Call: Lead Without Dominating

5 minutes

Spark: Advanced Telephone Techniques - First Impressions: Sound Like Someone Worth Talking To

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - First Impressions: Sound Like Someone Worth Talking To

5 minutes

Spark: Advanced Telephone Techniques - Keep It Real: Avoid Script Mode, Stay Human

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - Keep It Real: Avoid Script Mode, Stay Human

5 minutes

Spark: Advanced Telephone Techniques - Stop The Freeze: Ask Questions That Keep the Call Moving

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - Stop The Freeze: Ask Questions That Keep the Call Moving

5 minutes

Spark: Advanced Telephone Techniques - The Online Tour Trap: Sell the Call, Not the Link

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - The Online Tour Trap: Sell the Call, Not the Link

5 minutes

Spark: Advanced Telephone Techniques - Trust Over Time: Build Rapport in Under 60 Seconds

Refine your phone skills to build trust, guide conversations, and leave lasting impressions. Strengthen your ability to connect authentically, keep calls on track, and convert conversations into next steps.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Advanced Telephone Techniques - Trust Over Time: Build Rapport in Under 60 Seconds

5 minutes

Spark: Best Practice - Can You Waive My Late Fee?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - Can You Waive My Late Fee?

5 minutes

Spark: Best Practice - Hi (Maintenance Tech), Can I Give You My Service Request?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - Hi (Maintenance Tech), Can I Give You My Service Request?

5 minutes

Spark: Best Practice - Is This a Safe Place to Live?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - Is This a Safe Place to Live?

5 minutes

Spark: Best Practice - My Neighbor Smokes, and I Can Smell It In My Apartment

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - My Neighbor Smokes, and I Can Smell It In My Apartment

5 minutes

Spark: Best Practice - My Neighbor Smokes, and I Can Smell It In My Apartment

5 minutes

Spark: Best Practice - The Noise from My Neighbor Is Driving Me Crazy

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - The Noise from My Neighbor Is Driving Me Crazy

5 minutes

Spark: Best Practice - What Do I Say to the Media If They Show Up at the Community?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - What Do I Say to the Media If They Show Up at the Community?

5 minutes

Spark: Best Practice - What If a Minor Is Home Alone When I Arrive?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - What If a Minor Is Home Alone When I Arrive?

5 minutes

Spark: Best Practice - What If I Enter an Apartment to Complete a Work Order and Discover That a Resident Is Home?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - What If I Enter an Apartment to Complete a Work Order and Discover That a Resident Is Home?

5 minutes

Spark: Best Practice - What if I'm on the Phone With a Customer and Someone Walks In?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Best Practice - What if I'm on the Phone With a Customer and Someone Walks In?

5 minutes

Spark: Best Practice - What Kind of People Live Here?

The Best Practice Sparks offer quick, practical tips to navigate common situations, improve communication, and handle challenging scenarios effectively, ensuring a professional and efficient approach across various customer service interactions

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice - What Kind of People Live Here?

5 minutes

Spark: Best Practice for Assistance Animals - Dealing with Nuisance Behavior

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - Dealing with Nuisance Behavior

5 minutes

Spark: Best Practice for Assistance Animals - Phony Documentation

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - Phony Documentation

5 minutes

Spark: Best Practice for Assistance Animals - Restricted Breeds and Weights

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - Restricted Breeds and Weights

5 minutes

Spark: Best Practice for Assistance Animals - Service Animal vs. Emotional Support Animal

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - Service Animal vs. Emotional Support Animal

5 minutes

Spark: Best Practice for Assistance Animals - Unusual/Exotic Animals

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - Unusual/Exotic Animals

5 minutes

Spark: Best Practice for Assistance Animals - When a Disability is Readily Apparent

Assistance Animals Sparks are quick, targeted lessons that build the habits for managing assistance animals effectively and compliantly, from verifying documentation to understanding different types of animals.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Best Practice for Assistance Animals - When a Disability is Readily Apparent

5 minutes

Spark: Business Ethics - Be Clear, Be Trusted

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Be Clear, Be Trusted

5 minutes

Spark: Business Ethics - Ethics in the Small Stuff

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Ethics in the Small Stuff

5 minutes

Spark: Business Ethics - Ethics Isn't Theory - It's You, Every Day

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Ethics Isn't Theory - It's You, Every Day

5 minutes

Spark: Business Ethics - Good Intentions Can Still Get You in Trouble

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Good Intentions Can Still Get You in Trouble

5 minutes

Spark: Business Ethics - Look Before You Leap - What's the Policy?

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Look Before You Leap - What's the Policy?

5 minutes

Spark: Business Ethics - Speak Up, The Right Way

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

4 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Speak Up, The Right Way

5 minutes

Spark: Business Ethics - Start Every Ethical Choice With the Facts

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Start Every Ethical Choice With the Facts

5 minutes

Spark: Business Ethics - Test the Fairness of Your Choice

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Test the Fairness of Your Choice

5 minutes

Spark: Business Ethics - Think Beyond Just You

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Think Beyond Just You

5 minutes

Spark: Business Ethics - True to Yourself and the Company

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - True to Yourself and the Company

5 minutes

Spark: Business Ethics - When Free Isn't Ethical

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - When Free Isn't Ethical

5 minutes

Spark: Business Ethics - When Helping Crosses the Line

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - When Helping Crosses the Line

5 minutes

Spark: Business Ethics - When it Feels Off, Check First

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - When it Feels Off, Check First

5 minutes

Spark: Business Ethics - When “Just This Once” Becomes a Habit

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - When “Just This Once” Becomes a Habit

5 minutes

Spark: Business Ethics - Why Personal Morals Aren’t Enough at Work

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - Why Personal Morals Aren’t Enough at Work

5 minutes

Spark: Business Ethics - You Know More Than You Think

Build everyday ethics skills to make sound decisions at work. Learn how to navigate gray areas, align actions with company values, speak up appropriately, and build trust through consistent, ethical behavior.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee All

Languages English

Course Versions

Spark: Business Ethics - You Know More Than You Think

5 minutes

Spark: Business Etiquette - Body Language That Builds Trust

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Body Language That Builds Trust

5 minutes

Spark: Business Etiquette - Dress for the Job You Want

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Dress for the Job You Want

5 minutes

Spark: Business Etiquette - Email Etiquette Essentials

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Email Etiquette Essentials

5 minutes

Spark: Business Etiquette - Email Isn't Always the Answer

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Email Isn't Always the Answer

5 minutes

Spark: Business Etiquette - Handle Gossip, Language, and Humor Professionally

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Handle Gossip, Language, and Humor Professionally

5 minutes

Spark: Business Etiquette - Hybrid Work Courtesy

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Hybrid Work Courtesy

5 minutes

Spark: Business Etiquette - Keep Instant Messaging Professional

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Keep Instant Messaging Professional

5 minutes

Spark: Business Etiquette - Keep Your Phone Professional at Work

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Keep Your Phone Professional at Work

5 minutes

Spark: Business Etiquette - Keep Your Social Media Professional

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Keep Your Social Media Professional

5 minutes

Spark: Business Etiquette - Make Business Meals Work for You

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Course Versions

Spark: Business Etiquette - Make Business Meals Work for You

5 minutes

Spark: Business Etiquette - Navigate Office Dynamics with Respect

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Navigate Office Dynamics with Respect

5 minutes

Spark: Business Etiquette - Network Like You Mean It

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Network Like You Mean It

5 minutes

Spark: Business Etiquette - Show Up Well in Virtual Meetings

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Show Up Well in Virtual Meetings

5 minutes

Spark: Business Etiquette - The Little Things Are Big Things

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - The Little Things Are Big Things

5 minutes

Spark: Business Etiquette - Use AI Tools Responsibly for Communication

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Use AI Tools Responsibly for Communication

5 minutes

Spark: Business Etiquette - Why Business Etiquette Matters

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Why Business Etiquette Matters

5 minutes

Spark: Business Etiquette - Write Business Documents That Work

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Write Business Documents That Work

5 minutes

Spark: Business Etiquette - Your Appearance Speaks Before You Do

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Your Appearance Speaks Before You Do

5 minutes

Spark: Business Etiquette - Your Words Reflect Your Professionalism

Build everyday professionalism skills to communicate clearly, present yourself confidently, and build trust through consistent, courteous behavior in any setting.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Business Etiquette - Your Words Reflect Your Professionalism

5 minutes

Spark: Curb Appeal - Blind Ambition: Uniformity is Key and Balcony Bliss

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Blind Ambition: Uniformity is Key and Balcony Bliss

5 minutes

Spark: Curb Appeal - Cleanliness is King - The Secret to Curb Appeal Success

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Cleanliness is King - The Secret to Curb Appeal Success

5 minutes

Spark: Curb Appeal - Landscaping: The 'Wow' Factor of Curb Appeal

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Landscaping: The 'Wow' Factor of Curb Appeal

5 minutes

Spark: Curb Appeal - Office Impressions: Setting the Tone

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Office Impressions: Setting the Tone

5 minutes

Spark: Curb Appeal - Parking Problems? Not in This Lot!

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Parking Problems? Not in This Lot!

5 minutes

Spark: Curb Appeal - Roof and Siding: Curb Appeal from Top to Bottom

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Roof and Siding: Curb Appeal from Top to Bottom

5 minutes

Spark: Curb Appeal - Show It Off: Amenities That Sell

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - Show It Off: Amenities That Sell

5 minutes

Spark: Curb Appeal - The Never-Ending Story (And Why That's a Good Thing!)

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - The Never-Ending Story (And Why That's a Good Thing!)

5 minutes

Spark: Curb Appeal - What's It All About?

The Curb Appeal Sparks are quick, focused lessons packed with practical tips to help you see your community through a prospect's eyes. Each one offers strategies to enhance first impressions, highlight key features, and create a welcoming environment that drives leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Curb Appeal - What's It All About?

5 minutes

Spark: Customer Connection: Complaints - Turning Lemons into Lemonade

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: Complaints - Turning Lemons into Lemonade

5 minutes

Spark: Customer Connection: Creating a Thriving Community Through Exceptional Customer Service

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: Creating a Thriving Community Through Exceptional Customer Service

5 minutes

Spark: Customer Connection: First Impressions: You Never Get a Second Chance

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: First Impressions: You Never Get a Second Chance

5 minutes

Spark: Customer Connection: Maintenance: The Key to Resident Happiness

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: Maintenance: The Key to Resident Happiness

5 minutes

Spark: Customer Connection: Social Media: Your 24/7 Customer Service Platform

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: Social Media: Your 24/7 Customer Service Platform

5 minutes

Spark: Customer Connection: The Real Game Changer

The Customer Connection Sparks offer practical tips to improve key interactions, enhance relationships, and drive success across various customer service touchpoints.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Connection: The Real Game Changer

5 minutes

Spark: Customer Relationship Management - CRM Isn't a System. It's a Strategy

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - CRM Isn't a System. It's a Strategy

5 minutes

Spark: Customer Relationship Management - Data Tells the Story

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Data Tells the Story

5 minutes

Spark: Customer Relationship Management - Don't Just Log It, Use It

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Don't Just Log It, Use It

5 minutes

Spark: Customer Relationship Management - Get to the Deal Breaker First

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Get to the Deal Breaker First

5 minutes

Spark: Customer Relationship Management - Good Notes Prevent Disputes

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Good Notes Prevent Disputes

5 minutes

Spark: Customer Relationship Management - If It's Not in the System, It Didn't Happen

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - If It's Not in the System, It Didn't Happen

5 minutes

Spark: Customer Relationship Management - Keep the Connection Alive

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Keep the Connection Alive

5 minutes

Spark: Customer Relationship Management - Personal Doesn't Mean Problematic

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Personal Doesn't Mean Problematic

5 minutes

Spark: Customer Relationship Management - Upgrade the Guest Card

Customer Relationship Management Sparks are quick, targeted lessons that build the habits for managing resident relationships effectively and proactively

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Relationship Management - Upgrade the Guest Card

5 minutes

Spark: Customer Service (Be Personal) - Be a Person, Not Just a Position

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - Be a Person, Not Just a Position

5 minutes

Spark: Customer Service (Be Personal) - Care Out Loud

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - Care Out Loud

5 minutes

Spark: Customer Service (Be Personal) - End Every Interaction With Appreciation

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - End Every Interaction With Appreciation

5 minutes

Spark: Customer Service (Be Personal) - Listen Like You Mean It

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - Listen Like You Mean It

5 minutes

Spark: Customer Service (Be Personal) - Make It Feel Like Home

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - Make It Feel Like Home

5 minutes

Spark: Customer Service (Be Personal) - Show Them You're Paying Attention

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Personal) - Show Them You're Paying Attention

5 minutes

Spark: Customer Service (Be Proactive) - The Tour Starts Before the Hello

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - The Tour Starts Before the Hello

5 minutes

Spark: Customer Service (Be Proactive) - Ask Before They Vent

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Ask Before They Vent

5 minutes

Spark: Customer Service (Be Proactive) - Don't Wait for a Problem

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Don't Wait for a Problem

5 minutes

Spark: Customer Service (Be Proactive) - It's Not About You

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - It's Not About You

5 minutes

Spark: Customer Service (Be Proactive) - Know It Before They Ask

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Know It Before They Ask

5 minutes

Spark: Customer Service (Be Proactive) - Own It and Move Forward

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Own It and Move Forward

4 minutes

Spark: Customer Service (Be Proactive) - Prepare for Exceptions the Right Way

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Prepare for Exceptions the Right Way

5 minutes

Spark: Customer Service (Be Proactive) - Reword the Roadblock

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Reword the Roadblock

5 minutes

Spark: Customer Service (Be Proactive) - Stack the Odds for “Yes”

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Stack the Odds for “Yes”

5 minutes

Spark: Customer Service (Be Proactive) - Win the First Hour

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Proactive) - Win the First Hour

5 minutes

Spark: Customer Service (Be Professional) - How You Treat Your Team Shows Up Everywhere

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - How You Treat Your Team Shows Up Everywhere

5 minutes

Spark: Customer Service (Be Professional) - Be Someone They Can Count On

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Be Someone They Can Count On

5 minutes

Spark: Customer Service (Be Professional) - Make the Mission Real

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Make the Mission Real

4 minutes

Spark: Customer Service (Be Professional) - Say It Like You Mean It

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Say It Like You Mean It

5 minutes

Spark: Customer Service (Be Professional) - Show Confidence, Even When You Don't Feel It

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Show Confidence, Even When You Don't Feel It

5 minutes

Spark: Customer Service (Be Professional) - Stay Calm When It Counts

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Stay Calm When It Counts

5 minutes

Spark: Customer Service (Be Professional) - They Notice Everything

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - They Notice Everything

5 minutes

Spark: Customer Service (Be Professional) - Write Like It's Face-to-Face

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Write Like It's Face-to-Face

5 minutes

Spark: Customer Service (Be Professional) - Your Mood Is Part of the Job

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Professional) - Your Mood Is Part of the Job

4 minutes

Spark: Customer Service (Be Prompt) - Be Easy to Reach and Quick to Respond

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - Be Easy to Reach and Quick to Respond

5 minutes

Spark: Customer Service (Be Prompt) - End on a High Note

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - End on a High Note

5 minutes

Spark: Customer Service (Be Prompt) - Say Something Before They Ask

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - Say Something Before They Ask

5 minutes

Spark: Customer Service (Be Prompt) - Streamline for Speed

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - Streamline for Speed

5 minutes

Spark: Customer Service (Be Prompt) - Streamline for Speed

5 minutes

Spark: Customer Service (Be Prompt) - The First Few Seconds Matter Most

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - The First Few Seconds Matter Most

5 minutes

Spark: Customer Service (Be Prompt) - The One-Touch Rule

Customer Service Sparks are quick, targeted lessons that build the habits behind great service—professionalism, promptness, and proactive communication.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Customer Service (Be Prompt) - The One-Touch Rule

5 minutes

Spark: Follow-Up - Choosing the Right Follow-Up Method

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Choosing the Right Follow-Up Method

Duration 0 hours

5 minutes

Spark: Follow-Up - Closing the Loop

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Closing the Loop

Duration 0 hours

5 minutes

Spark: Follow-Up - Consistency and Etiquette

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Consistency and Etiquette

Duration 0 hours

5 minutes

Spark: Follow-Up - Following Up After a Tour

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Following Up After a Tour

Duration 0 hours

5 minutes

Spark: Follow-Up - Following Up When There's No Response

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Following Up When There's No Response

Duration 0 hours

5 minutes

Spark: Follow-Up - Make a Memorable Impression

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Make a Memorable Impression

Duration 0 hours

5 minutes

Spark: Follow-Up - Making Follow-Up Feel Welcome

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Making Follow-Up Feel Welcome

Duration 0 hours

5 minutes

Spark: Follow-Up - Pay Attention to What Matters

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Pay Attention to What Matters

Duration 0 hours

5 minutes

Spark: Follow-Up - Share New Information

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Share New Information

Duration 0 hours

5 minutes

Spark: Follow-Up - What Follow-Up Actually Is

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - What Follow-Up Actually Is

Duration 0 hours

5 minutes

Spark: Follow-Up - Why Follow-Up Gets Missed

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Why Follow-Up Gets Missed

Duration 0 hours

5 minutes

Spark: Follow-Up - Why Follow-Up Matters

The art of follow up made simple. Discover practical follow up strategies that feel professional, thoughtful, and effective.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Follow-Up - Why Follow-Up Matters

Duration 0 hours

5 minutes

Spark: Make Ready Process - Failing to Walk the Show Unit

The Make Ready Process Sparks offer practical guidance for leasing teams to ensure every unit is tour-ready. These quick lessons focus on key steps like inspections and staging to help you create a polished, move-in-ready experience that leaves a lasting impression.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Make Ready Process - Failing to Walk the Show Unit

5 minutes

Spark: Make Ready Process - How to Make the Apartment Show Better

The Make Ready Process Sparks offer practical guidance for leasing teams to ensure every unit is tour-ready. These quick lessons focus on key steps like inspections and staging to help you create a polished, move-in-ready experience that leaves a lasting impression.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Make Ready Process - How to Make the Apartment Show Better

5 minutes

Spark: Make Ready Process - Inspecting the Mini Model

The Make Ready Process Sparks offer practical guidance for leasing teams to ensure every unit is tour-ready. These quick lessons focus on key steps like inspections and staging to help you create a polished, move-in-ready experience that leaves a lasting impression.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Make Ready Process - Inspecting the Mini Model

5 minutes

Spark: Make Ready Process - Setting up a Mini Model

The Make Ready Process Sparks offer practical guidance for leasing teams to ensure every unit is tour-ready. These quick lessons focus on key steps like inspections and staging to help you create a polished, move-in-ready experience that leaves a lasting impression.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Make Ready Process - Setting up a Mini Model

5 minutes

Spark: Make Ready Process - The Importance of Make Ready

The Make Ready Process Sparks offer practical guidance for leasing teams to ensure every unit is tour-ready. These quick lessons focus on key steps like inspections and staging to help you create a polished, move-in-ready experience that leaves a lasting impression.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Make Ready Process - The Importance of Make Ready

5 minutes

Spark: Onsite Sales - Asking for the Deposit

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Asking for the Deposit

5 minutes

Spark: Onsite Sales - Assumptive Close

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Assumptive Close

5 minutes

Spark: Onsite Sales - Feature Benefit Selling

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Feature Benefit Selling

5 minutes

Spark: Onsite Sales - Follow Up By Email

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Follow Up By Email

5 minutes

Spark: Onsite Sales - Follow Up Over the Phone

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Follow Up Over the Phone

5 minutes

Spark: Onsite Sales - Gathering Information in Person

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Gathering Information in Person

5 minutes

Spark: Onsite Sales - Greeting and Qualifying

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Greeting and Qualifying

5 minutes

Spark: Onsite Sales - Identifying Needs Over the Phone

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Identifying Needs Over the Phone

5 minutes

Spark: Onsite Sales - Inspecting the Tour Route, Amenities and Model Home

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions
Spark: Onsite Sales - Inspecting the Tour Route, Amenities and Model Home
5 minutes

Spark: Onsite Sales - Overcoming an Apartment Objection

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions
Spark: Onsite Sales - Overcoming an Apartment Objection
5 minutes

Spark: Onsite Sales - Securing a Virtual Appointment

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions
Spark: Onsite Sales - Securing a Virtual Appointment
5 minutes

Spark: Onsite Sales - Securing an Appointment

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions
Spark: Onsite Sales - Securing an Appointment
5 minutes

Spark: Onsite Sales - Selling the Community Over the Phone

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions
Spark: Onsite Sales - Selling the Community Over the Phone
5 minutes

Spark: Onsite Sales - Summary Close

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Summary Close

4 minutes

Spark: Onsite Sales - Telephone Greeting

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Telephone Greeting

5 minutes

Spark: Onsite Sales - Touring the Amenities

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Touring the Amenities

5 minutes

Spark: Onsite Sales - Walk-In Tour

The Onsite Sales Sparks are designed to help you sharpen your skills with practical tips to improve your interactions, build rapport, and drive leasing success.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Onsite Sales - Walk-In Tour

5 minutes

Spark: Resident Retention - Building Community

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Building Community

5 minutes

Spark: Resident Retention - Handling Mediation Between Two Residents

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Handling Mediation Between Two Residents

5 minutes

Spark: Resident Retention - Lease Renewals

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Lease Renewals

5 minutes

Spark: Resident Retention - Retention Recap - Your Path to a Thriving Community

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Retention Recap - Your Path to a Thriving Community

5 minutes

Spark: Resident Retention - The Retention Mindset - Proactive and Positive

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - The Retention Mindset - Proactive and Positive

5 minutes

Spark: Resident Retention - The Transition from Prospect to Resident

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - The Transition from Prospect to Resident

5 minutes

Spark: Resident Retention - Turnover Trouble - The High Cost of Vacancy

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Turnover Trouble - The High Cost of Vacancy

5 minutes

Spark: Resident Retention - Why Do Residents Leave? - Understanding the Reasons

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Why Do Residents Leave? - Understanding the Reasons

5 minutes

Spark: Resident Retention - Why It Matters

The Resident Retention Sparks are designed to help you create a thriving community by focusing on relationships, renewals, and reducing turnover. These quick lessons share practical strategies to improve satisfaction, boost retention, and understand what truly keeps residents coming back.

5 Minutes

Package Essentials

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Resident Retention - Why It Matters

5 minutes

Spark: Stress Management - Common Stressors

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Common Stressors

5 minutes

Spark: Stress Management - Daily Routines

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Daily Routines

5 minutes

Spark: Stress Management - Healthy Habits (Food, Exercise, Sleep)

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Healthy Habits (Food, Exercise, Sleep)

Duration 0 hours

5 minutes

Spark: Stress Management - Introduction to Stress

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Introduction to Stress

5 minutes

Spark: Stress Management - Knowing Your Limits

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Knowing Your Limits

Duration 0 hours

5 minutes

Spark: Stress Management - Major vs.Daily Stress

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits -0.01
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Major vs.Daily Stress

Duration 0 hours

5 minutes

Spark: Stress Management - Managing Daily Stress

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Managing Daily Stress

Duration 0 hours

6 minutes

Spark: Stress Management - Quick Stress Resets

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Quick Stress Resets

Duration 0 hours

5 minutes

Spark: Stress Management - Signs of Stress

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Signs of Stress

5 minutes

Spark: Stress Management - Stress in Small Doses

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Stress in Small Doses

5 minutes

Spark: Stress Management - Stress Management Plan

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Stress Management Plan

Duration 0 hours

5 minutes

Spark: Stress Management - Support System

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training

Supervisor/Employee Employee

Languages English

Course Versions

Spark: Stress Management - Support System

Duration 0 hours

5 minutes

Spark: Stress Management - Triple A in Action - Choosing the Right A

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Triple A in Action - Choosing the Right A

Duration 0 hours

5 minutes

Spark: Stress Management - Triple A Method - Alter, Avoid, Accept

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

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 Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Triple A Method - Alter, Avoid, Accept

Duration 0 hours

5 minutes

Spark: Stress Management - Types of Stress

Build practical skills to manage stress and maintain balance. Discover how to recognize stressors, create healthy routines, apply quick resets, and use proven strategies to stay calm, focused, and resilient every day.

Duration 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Sparks: Fast, Focused Training
Supervisor/Employee Employee
Languages English

Course Versions

Spark: Stress Management - Types of Stress

5 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
NAA CEC Credits 1.00
Language Support Tool Not Available
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
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Team Retention Strategies Series

Duration 0 hours
25 minutes

Ten Strategies for De-Escalation

In today's fast-paced and often stressful work environments, effective de-escalation skills are essential for maintaining a positive and productive atmosphere. "Ten Strategies for De-Escalation" is a microlearning course designed to equip you with practical techniques to defuse tense situations and foster a more harmonious workplace.

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 Leadership
Supervisor/Employee All
Languages English

Course Versions
Ten Strategies for De-Escalation

Duration 0 hours
10 minutes

The California Consumer Privacy Act

The California Consumer Privacy Act (CCPA) was signed into law on June 28, 2018, and went into effect on January 1, 2020. The act created new consumer rights relating to access to, deletion of, and sharing of personal information that is collected by businesses. These new regulations will impact the multifamily housing industry. This course will teach you about the new rules for CCPA compliance and how your organization can work to follow them.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
The California Consumer Privacy Act

Duration 0 hours
30 minutes

The Leading Edge of Maintenance | Electrical - Breaker Voltage, Amp & Testing

Learn how to test electrical breakers using a multimeter. Covers checking for 240V and 120V, and emphasizes the importance of using reliable meters and test leads.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Electrical - Breaker Voltage, Amp & Testing

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Electrical - Breaker Voltage, Amp & Testing (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Electrical - Differences Between Light Switches & Receptacles

Understand key differences when selecting and installing switches and receptacles based on copper, aluminum, or universal wiring. Emphasizes fire safety and proper wiring techniques.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Electrical - Differences Between Light Switches & Receptacles

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Electrical - Differences Between Light Switches & Receptacles (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Electrical - Installing Wire to Light Switch & Receptacle

Learn how to wire light switches and receptacles using screw terminals. Recommends wrapping wires clockwise for secure, long-lasting connections

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Electrical - Installing Wire to Light Switch & Receptacle

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Electrical - Installing Wire to Light Switch & Receptacle (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Electrical - Testing Receptacles

Learn proper installation and selection of receptacles and light switches based on wire type. Highlights wiring safety practices and explains configurations for switch-controlled outlets.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Electrical - Testing Receptacles

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Electrical - Testing Receptacles (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Electrical - Understanding the Fluorescent Ballast

Compare older and newer T12 ballasts, understand wiring differences, and learn how to replace outdated models. Identifies common causes of flickering or failed fluorescent lights.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Electrical - Understanding the Fluorescent Ballast

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Electrical - Understanding the Fluorescent Ballast (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Drain Box (Model #GSD2020Z02BB)

This video shows how to access and clean the drain box by removing the front grills. It highlights the motor and wire mechanism that grinds food particles to prevent clogs.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dishwasher: Drain Box (Model #GSD2020Z02BB)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dishwasher: Drain Box (Model #GSD2020Z02BB) Spanish

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dishwasher: Fill Valve (Model #GSD2020Z02BB)

Learn how the fill valve brings water into the dishwasher, how to test its function, and what to watch for when handling or cleaning it. This video also covers resistance testing, screen maintenance, and tips to prevent leaks or part damage.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

**The Leading Edge of Maintenance | G/E
Dishwasher: Fill Valve (Model #GSD2020Z02BB)**

Duration 0 hours

2 minutes

**The Leading Edge of Maintenance | G/E
Dishwasher: Fill Valve (Model #GSD2020Z02BB)
Spanish**

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Float Switch (Model #GSD2020Z02BB)

Learn how the dishwasher's jet and float switch work together to manage water levels and spray action. This video covers how to remove and inspect the jet for debris, and provides tips for avoiding damage during cleaning or reinstallation.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

**The Leading Edge of Maintenance | G/E
Dishwasher: Float Switch (Model
#GSD2020Z02BB)**

Duration 0 hours

3 minutes

**The Leading Edge of Maintenance | G/E
Dishwasher: Float Switch (Model
#GSD2020Z02BB) Spanish**

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Heat Element (Model #GSD2020Z02BB)

This video explains the function of the dishwasher's heating element, how to test it using voltage or resistance, and when to replace it—especially if it's leaking or not heating properly

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

**The Leading Edge of Maintenance | G/E
Dishwasher: Heat Element (Model
#GSD2020Z02BB)**

Duration 0 hours

1 minute

**The Leading Edge of Maintenance | G/E
Dishwasher: Heat Element (Model
#GSD2020Z02BB) (Spanish)**

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dishwasher: Inner Door Removal (Model #GSD2020Z02BB)

This video demonstrates how to remove the inner door panel by unlatching halfway, removing the handle's set screw, and unscrewing the panel edges. It also covers the door's steam vent, soap and Jet Dry compartments, and the latch mechanism, including a repair tip for a broken spring stud.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dishwasher: Inner Door Removal (Model #GSD2020Z02BB)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Inner Door Removal (Model #GSD2020Z02BB) Spanish

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Safety Switch (Model #GSD2020Z02BB)

This video covers the dishwasher door safety switches located behind the soap dispenser. These switches prevent operation unless the door is closed. Both should click when pressed and can be tested with a multimeter using the “open” and “common” tabs.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dishwasher: Safety Switch (Model #GSD2020Z02BB)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Safety Switch (Model #GSD2020Z02BB) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Unjam Motor (Model #GSD2020Z02BB)

This video shows how to unjam a dishwasher motor when the O-ring has dried out from lack of use.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dishwasher: Unjam Motor (Model #GSD2020Z02BB)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dishwasher: Unjam Motor (Model #GSD2020Z02BB) Spanish

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dryer: Door Reversal (Model #GTX22EASKOWW)

The video explains how to reverse a dryer door's swing direction.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Door Reversal (Model #GTX22EASKOWW)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dryer: Door Reversal (Model #GTX22EASKOWW) Spanish

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dryer: Drum Removal (Model #GTX22EASKOWW)

The video shows the process of removing a GE dryer drum to access the rear bearing. It highlights the drum's connection to the belt and motor, the location and components of the bearing assembly, and common signs of wear like squeaking.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Drum Removal (Model #GTX22EASKOWW)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dryer: Drum Removal (Model #GTX22EASKOWW) Spanish

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dryer: How to Remove and Clean Door Duct and Felt Slide (Model #GTX22EASKOWW)

This video shows how to remove and clean or replace the felt on a dryer's door duct. It covers removing set screws to detach the felt slide, untangling the felt by manipulating a plastic piece, and reinstalling the felt by rolling it into grooves. The process also highlights cleaning lint buildup to prevent fire hazards and dryer malfunctions, and emphasizes proper lint filter maintenance and dryer placement to ensure safe and efficient operation.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: How to Remove and Clean Door Duct and Felt Slide (Model #GTX22EASKOWW)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dryer: How to Remove and Clean Door Duct and Felt Slide (Model #GTX22EASKOWW) Spanish

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Dryer: Idler Pulley (Model #GTX22EASKOWW)

The video describes the dryer's idler pulley, which maintains belt tension and includes a safety switch. It explains how the pulley releases to activate the switch if the belt breaks, shutting off heating to prevent dry running.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | G/E Dryer: Idler Pulley (Model #GTX22EASKOWW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Idler Pulley (Model #GTX22EASKOWW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Front (Model #GTX22EASKOWW)

This video demonstrates the steps to remove the front panel of a dryer, including taking off the top, unscrewing side set screws, and carefully detaching the lid safety switch connector before lifting off the panel.

Duration 0 Hours 1 Minute
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Front (Model #GTX22EASKOWW)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Front (Model #GTX22EASKOWW) Spanish

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Top (Model #GTX22EASKOWW)

This video shows how to remove the top of a dryer by first removing screws under the door and at the back, loosening the control panel carefully, and then lifting the top to access internal components like the drum and belt.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Top (Model #GTX22EASKOWW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Remove Dryer Top (Model #GTX22EASKOWW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Slides, Felt Lining and Cleaning Duct (Model #GTX22EASKOWW)

This video explains how to maintain and replace the dryer door's glides and felt liner. It covers signs of wear like noise and grinding, the process to replace worn parts, and emphasizes cleaning lint from the door duct to

prevent fire hazards and maintain dryer performance. Regular lint trap cleaning and proper venting are also stressed

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Slides, Felt Lining and Cleaning Duct (Model #GTX22EASKOWW)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | G/E Dryer: Slides, Felt Lining and Cleaning Duct (Model #GTX22EASKOWW) Spanish

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | G/E Dryer: Test & Remove Door Safety Switch (Model #GTX22EASKOWW)

This video explains how to test and remove the dryer's door safety switch, which stops operation when the door opens.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Test & Remove Door Safety Switch (Model #GTX22EASKOWW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Test & Remove Door Safety Switch (Model #GTX22EASKOWW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Control Panel Switches (Model #GTX22EASKOWW)

This video shows how to test a dryer's control panel switches using a multimeter. It covers checking the start button, temperature settings, and timer for proper readings. It also highlights how to use the wiring diagram to trace connections and test for power at key points.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Control Panel Switches (Model #GTX22EASKOWW)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Control Panel Switches (Model #GTX22EASKOWW) Spanish

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Element (Model #GTX22EASKOWW)

This video explains how to test a dryer's heating element. It describes how the multi-tiered element cycles on and off for different load types and emphasizes using an ohmmeter to test the leads, rather than a live power test, due to safety switch complications. It also stresses the importance of keeping ducts and vents clear of lint to maintain airflow and extend the element's life.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Element (Model #GTX22EASKOWW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Element (Model #GTX22EASKOWW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Motor (Model #GTX22EASKOWW)

This video shows how to test a dryer's motor using a multimeter on the motor's windings. It explains that newer models may have an integrated start switch, requiring full motor replacement if it fails—though some allow replacing just the start module. It also emphasizes checking voltage at the motor block and inspecting for broken wires.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Motor (Model #GTX22EASKOWW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Test Dryer Motor (Model #GTX22EASKOWW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Dryer: Thermostat (Model #GTX22EASKOWW)

The video explains the role of two thermostats in GE dryers: one for light/delicate cycles and one for heavy loads. It shows how thermostats cycle on and off to protect heating elements, describe how they work by heating and cooling a plate, and demonstrate testing with an ohmmeter.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Dryer: Thermostat (Model #GTX22EASKOWW)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Dryer: Thermostat (Model #GTX22EASKOWW) Spanish

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Control Panel

This video shows how to reinstall the control panel on a stacked GE dryer. Removing the side panel gives more flexibility, making it easier to align and lock the control panel into place.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Control Panel

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Control Panel (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Removal

This video demonstrates how to remove the front panel of a stacked GE dryer by unscrewing both sides, disconnecting the door switch, and lifting the door off the top lip.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Removal

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Removal (Spanish)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Switch

This video shows how to test a dryer's door safety switch using a multimeter.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Switch

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Door Switch (Spanish)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Drum Belt

This video shows how to remove a dryer's drum by releasing the belt tensioner and lifting the drum out. It covers inspecting the belt and rear support wheels for wear.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Drum Belt

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Drum Belt (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Element Removal

This video shows how to access and test a dryer's heating element and fuse link by removing the rear casing. It explains how duct blockages, blown fuses, or foreign objects can stop the element from heating.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Element Removal

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Element Removal (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Motor

This video explains how to test a dryer motor using a multimeter on the common wire's high and low settings. It also highlights the importance of cleaning lint and dust buildup around the motor to reduce fire risk from overheating.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Motor

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Motor (Spanish)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Start Switch

This video covers how to test the dryer's start switch and timer using a multimeter

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Start Switch

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Dryer Start Switch (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Remove Washer Pump

Learn how to remove the washer pump when the motor runs but water won't pump. This video covers unclipping the pump, disconnecting hoses, and inspecting for blockages or damage.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Remove Washer Pump

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Remove Washer Pump (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Fill Valve

This video explains how to test hot and cold fill valves on a washing machine. It highlights common failure of the cold valve, checking and cleaning valve screens, and ensuring proper hose and clamp installation to prevent leaks.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Fill Valve

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Fill Valve (Spanish)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Filling Box

This video explains how a washing machine's float box and connected tube control water filling.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Filling Box

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Filling Box (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Lid Switch

This video explains the washing machine lid switch, a safety feature that stops spinning when the lid is open. It shows how to test the switch with a multimeter, checking for open or closed circuit readings.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Lid Switch

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Lid Switch (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Timer

This video shows how to remove and test a washing machine timer, which controls agitation, spin, and rinse cycles. It explains how to identify the power lead and manually spin the timer to check if it properly engages each setting.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Timer

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Test Washer Timer (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Drum Shocks

This video shows how drum shocks balance the washer drum. Unbalanced loads can damage them, causing vibration issues. It covers repair and replacement options and stresses regular maintenance.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Drum Shocks

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Drum Shocks (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Lid Removal

Learn how to remove the top and front cover of a GE STACK washer to access internal components.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Lid Removal

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Lid Removal (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Motor Removal

This video shows how to remove the motor from a GE STACK washer, including disconnecting the power lead and removing bolts and clips. It highlights the challenging alignment of the motor's rubber sleeve and Y-piece with the transmission during reinstallation.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Motor Removal

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Stack Washer/Dryer: Washer Motor Removal (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Washer: Computer Control Panel I (Model #WJSE4150B1WW)

This video explains how to troubleshoot a GE washer's computer control board.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Washer: Computer Control Panel I (Model #WJSE4150B1WW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Washer: Computer Control Panel I (Model #WJSE4150B1WW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Washer: How to Remove Front Cover (Model #WJSE4150B1WW)

This video shows how to remove the front panel of a GE washer to access internal components. It also covers the fill tube and fill tube box, which manage water levels by load size. The speaker briefly reviews control panel features, including the start button, timer, and cycle settings

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Washer: How to Remove Front Cover (Model #WJSE4150B1WW)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Washer: How to Remove Front Cover (Model #WJSE4150B1WW) Spanish

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Washer: How to Test and Diagnose Filling System (Model #WJSE4150B1WW)

Learn how to diagnose a washing machine that continuously fills with water. This video covers checking the float box for cracks, inspecting the tube to the float switch, and testing the switch with a multimeter. If the diaphragm is faulty, the switch must be replaced. Also includes tips for adjusting the float switch set screw to prevent overfilling on large loads

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Washer: How to Test and Diagnose Filling System (Model #WJSE4150B1WW)

Duration 0 hours

5 minutes

**The Leading Edge of Maintenance | G/E Washer:
How to Test and Diagnose Filling System (Model
#WJSE4150B1WW) Spanish**

Duration 0 hours

5 minutes

**The Leading Edge of Maintenance |
G/E Washer: How to Test and
Remove Fill Valve (Model
#WJSE4150B1WW)**

Learn how to test and replace the hot water fill valve on a GE washer. This video explains common symptoms of a faulty valve—such as no hot water or chattering—and how to test it with a multimeter. It also shows a temporary workaround if the cold valve fails by swapping hot and cold water lines

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

**The Leading Edge of Maintenance | G/E Washer:
How to Test and Remove Fill Valve (Model
#WJSE4150B1WW)**

Duration 0 hours

3 minutes

**The Leading Edge of Maintenance | G/E Washer:
How to Test and Remove Fill Valve (Model
#WJSE4150B1WW) Spanish**

Duration 0 hours

3 minutes

**The Leading Edge of Maintenance |
G/E Washer: How to Test and
Remove Shock Assembly (Model
#WJSE4150B1WW)**

Learn how to replace the shock absorbers in a GE washer. This video covers how to disconnect hoses, wiring, and the lid switch, and remove the top and side screws to access the shocks. It shows how to release and remove the shock rods and bushings.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

**The Leading Edge of Maintenance | G/E Washer:
How to Test and Remove Shock Assembly (Model
#WJSE4150B1WW)**

Duration 0 hours

3 minutes

**The Leading Edge of Maintenance | G/E Washer:
How to Test and Remove Shock Assembly (Model
#WJSE4150B1WW) Spanish**

Duration 0 hours

3 minutes

**The Leading Edge of Maintenance |
G/E Washer: How to Test and
Remove Washer Lid Switch (Model
#WJSE4150B1WW)**

Learn how to test and remove the lid switch in a GE washer. This video explains the safety function of the lid switch, how to test it with a multimeter, and why it should never be bypassed. It also covers the importance of maintaining slack in the wiring to avoid damage during off-balance loads or part replacement.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions

The Leading Edge of Maintenance | G/E Washer: How to Test and Remove Washer Lid Switch (Model #WJSE4150B1WW)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | G/E Washer: How to Test Washer Motor (Model #WJSE4150B1WW)

Learn how to test the washer motor in a GE washing machine. This video covers how to use a multimeter to check spin and agitation speeds via specific wire pairs, inspect the motor pulley for damage, and understand how the motor controls agitation and spin.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Washer: How to Test Washer Motor (Model #WJSE4150B1WW)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Washer: How to Test Washer Motor (Model #WJSE4150B1WW) Spanish

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | G/E Washer: How to Test, Remove, Disable and Clean Out Washer Pump (Model #WJSE4150B1WW)

Learn how to troubleshoot and clean the washer pump. This video explains how a continuous fill may be caused by a cracked float box or a damaged float switch tube. It also covers testing the float switch with a multimeter—no ohm reading means the diaphragm is faulty and needs replacement. Includes a tip for adjusting the float switch set screw to prevent overfilling during large loads.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | G/E Washer: How to Test, Remove, Disable and Clean Out Washer Pump (Model #WJSE4150B1WW)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | G/E Washer: How to Test, Remove, Disable and Clean Out Washer Pump (Model #WJSE4150B1WW) Spanish

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - A2L Refrigerant

Covers new A2L refrigerants (R-454B, R-32) requiring special black gauges and hoses compatible with A2L. Explains that standard hoses can fail, charging tanks have left-handed threads needing adapters, and emphasizes zeroing gauges before refrigerant changes.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - A2L Refrigerant

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - A2L Refrigerant (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - Blend Refrigerant

Covers the key differences between R-22, blended refrigerants (like MO99/438A), and 410A, including safe handling procedures, charging techniques, and labeling recommendations.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Blend Refrigerant

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Blend Refrigerant (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Blower Motor

Explains how to test a fan motor by checking shaft movement and measuring resistance between terminals. Also covers diagnosing bad windings and freeing stuck bearings with oil if ports are available.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Blower Motor

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Blower Motor (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Capacitors

Learn how to test single and dual capacitors that power motors (HVAC, refrigerators, pumps), interpret microfarad (UF) readings, and identify failures like bulging. Understand that hard start kits are temporary aids and how to match UF and voltage specs when replacing.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Capacitors

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - Capacitors (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - Capacitors

Learn how to test single and dual capacitors that power motors (HVAC, refrigerators, pumps), interpret microfarad (UF) readings, and identify failures like bulging. Understand that hard start kits are temporary aids and how to match UF and voltage specs when replacing.

6 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

The Leading Edge of Maintenance | HVAC - Charging Mix-Matched Units

Explains how to charge mismatched HVAC systems when superheat and subcooling aren't reliable. Covers pressure targets for R-22 and 410A, signs of proper charge, and the importance of rechecking after peak demand.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Charging Mix-Matched Units

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - Charging Mix-Matched Units (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | HVAC - Compressor

Learn how to test a scroll compressor by identifying its run, common, and start terminals and checking resistance with a multimeter.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Compressor

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Compressor (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Contactors

Learn how contactors in HVAC systems use a 24-volt coil to control power flow, how they operate to supply 240

volts to compressors and fan motors, and common failure causes like obstructions or arcing. Understand how sealed contactors protect against insect damage.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Contactors

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | HVAC - Contactors (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | HVAC - Drier Filter

Understand the purpose of a B-flow dryer filter in HVAC systems to block water and dirt from the refrigerant. Learn the importance of proper installation direction and careful brazing techniques to protect the internal moisture and debris-catching components.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Drier Filter

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Drier Filter (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Fan Relay

Understand the role and testing of an HVAC fan relay, which uses 24 volts to activate and powers the fan motor with 240 volts (split as 120 volts per side). Learn to safely troubleshoot by checking voltage at the relay and testing the thermostat wiring to diagnose fan issues

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Fan Relay

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Fan Relay (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Gauges

Learn about manifold gauge sets with high and low sides that measure pressure and temperature for refrigerants like R-22 and R-410A. Understand the importance of inspecting hoses for damage, using low-loss fittings, and protecting hoses from sunlight to prevent leaks, avoid EPA fines, and ensure safe handling of refrigerants.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Gauges

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Gauges (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Heat Strip

Learn how electric heat strips provide warmth in furnaces and heat pumps, working as emergency or primary heat sources. Understand their components—contactor, thermostat, and fuse links—and how to test each for proper function and safety.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Heat Strip

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | HVAC - Heat Strip (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | HVAC - Heat Strip Newer

Covers heating elements in electric furnaces and heat pumps, including contactors, thermostats, and fuse links. Learn how to troubleshoot by checking contactors, matching thermostat temperatures, testing fuse links for continuity, and ohming elements after removing wires. Also, understand the importance of pre-stretching new elements and verifying fuse link ratings.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Heat Strip Newer

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Heat Strip Newer (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Line Set Bending

Demonstrates a ratchet-style tubing bender that bends copper HVAC line sets from 1/4" to 7/8", allowing precise bends like 90 degrees on installed pipes.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Line Set Bending

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Line Set Bending (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Line Set Repair

Shows how to fix a hole in a line set by carefully building up silver solder over the leak, creating a sealed “bridge” without needing a coupling—ideal for tight spaces.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Line Set Repair

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Line Set Repair (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Outside Unit

Covers how to check if an HVAC outdoor unit is working properly. Learn how to verify power at the contactor, test compressor and fan motor activation, and use a jumper wire to diagnose issues with the thermostat or control wiring

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Outside Unit

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Outside Unit (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Reversing Valve

Explains how the reversing valve in a heat pump works, how to test its function, and how to avoid damaging it during replacement. Includes tips for safely brazing and troubleshooting a jammed valve caused by copper debris.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Reversing Valve

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Reversing Valve (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Schrader Valve Replacement

Covers how to replace a Schrader valve without losing refrigerant by using a specialized removal tool. Explains the step-by-step process and how to manage system pressure during reinstallation.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits
0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Schrader Valve Replacement

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Schrader Valve Replacement (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Straight A/C Unit

Walks through how a straight AC system functions, including how the thermostat controls key components like the fan relay, contactor, compressor, and blower. Explains how AC and heat modes differ in operation and which parts activate in each.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits
0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Straight A/C Unit

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Straight A/C Unit (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | HVAC - Sub Cooling Testing/Charging

Covers how to test and charge systems with a TXV using subcooling. Explains how to calculate subcooling and what ideal ranges indicate about system charge levels.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits
0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Sub Cooling Testing/Charging

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Sub Cooling Testing/Charging (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - SuperHeat Testing/Charging

Explains how to test and charge piston systems using superheat. Covers how to calculate superheat and interpret results to assess refrigerant levels.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - SuperHeat Testing/Charging

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - SuperHeat Testing/Charging (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Sweating

Covers brazing techniques for HVAC copper tubing, including bridging holes with silver solder and connecting mismatched pipe sizes by pinching and soldering.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Sweating

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Sweating (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Testing Live Contactors

Explains how to safely test a live HVAC contactor, including checking for 240V input/output and 24V control from the thermostat, with strong emphasis on safety practices.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Testing Live Contactors

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Testing Live Contactors (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | HVAC - Transformer

Covers the role of the transformer in converting 240V to 24V to power the thermostat, how the thermostat controls other components, and wiring considerations for universal transformers and emergency use.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | HVAC - Transformer

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | HVAC - Transformer (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Make Ready - Check HVAC Systems on Turns

Learn how to inspect and maintain HVAC systems during apartment turnovers, including replacing air filters, verifying cooling performance, clearing condensation drains, cleaning coils, and running heat strips to prevent dust buildup and odors.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Check HVAC Systems on Turns

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Make Ready - Check HVAC Systems on Turns (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Make Ready - Clean and Check Tub Drain

Learn how to clear hair and debris from tub drains, verify proper drainage, and reinstall stoppers correctly during apartment turnovers.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Clean and Check Tub Drain

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Make Ready - Clean and Check Tub Drain (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Make Ready - Recaulking

Learn how to remove old caulk and apply new caulk around sinks, countertops, and painted edges to create a clean, durable seal.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill

Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Recaulking

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Make Ready - Recaulking (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Blinds

Learn how to inspect vertical and horizontal blinds for damage and proper operation, and how to instruct residents on correct use to prevent damage.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Blinds

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Blinds (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Deadbolts

Learn the steps to rekey apartment deadbolts safely and effectively, including use of the smart tool and proper key insertion techniques to reset locks during turnovers.

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Deadbolts

Duration 0 hours

1 minute

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Deadbolts (Spanish)

Duration 0 hours

1 minute

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Kitchen

Learn how to inspect and test all kitchen fixtures and appliances during turnovers, including sinks, garbage disposals, dishwashers, stoves, ovens, range hoods, microwaves, refrigerators, cabinets, and drawers to ensure proper function and condition.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Kitchen

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Kitchen (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Lighting/Switches

Learn to identify common issues with receptacle and light switch covers, test GFCI outlets for proper operation, and inspect cable and telephone jacks for damage during apartment turnovers

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Lighting/Switches

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Make Ready - Walking Turn Units: Lighting/Switches (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Plumbing - Flapper

Learn how to replace a toilet flapper. Covers turning off the water, removing the old flapper, cleaning the seal, and installing a new one. Includes tips for adjusting the chain to ensure a proper seal and smooth.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Flapper

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Plumbing - Flapper (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Plumbing - Fluidmaster

Learn how to install a new Fluidmaster fill valve in a toilet tank. This includes shutting off the water, removing the old valve, installing and adjusting the new one, attaching the fill tube with the anti-siphon adapter, and setting the correct water level using the float.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Fluidmaster

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Plumbing - Fluidmaster (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Plumbing - Flush Handle

Learn how to replace a toilet flush handle, including disconnecting the flapper chain, removing the old handle, installing the new one, and adjusting the chain for smooth flushing.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Flush Handle

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | Plumbing - Flush Handle (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | Plumbing - Garbage Disposal

Learn the key features and operation of a Badger 1/3 horsepower garbage disposal. Covers dishwasher and electrical hookups, reset button use, and how to safely clear jams using an Allen wrench and pliers.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Garbage Disposal

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Plumbing - Garbage Disposal (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Plumbing - Garbage Disposal Removal & Installation

Learn how to safely remove and install a garbage disposal. Covers disconnecting power and plumbing, wiring the new unit with proper grounding, securing the disposal to the sink flange, and checking for leaks and operation.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Garbage Disposal Removal & Installation

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Plumbing - Garbage Disposal Removal & Installation (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Plumbing - Tank Bolts

Learn how to replace tank-to-bowl bolts safely. Includes draining the tank, removing old bolts and gasket, installing new bolts with washers, tightening nuts properly, and reconnecting the water supply.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Tank Bolts

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Plumbing - Tank Bolts (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Plumbing - Water Heater: The Inside

Learn about the internal components of a water heater, including the pressure relief valve, anode rod, fill tube, and heating elements. Understand the importance of the anode rod in preventing corrosion and how deterioration affects tank longevity and function.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Water Heater: The Inside

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Plumbing - Water Heater: The Inside (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Plumbing - Water Heater: Thermostat & Element

Learn how dual-element water heaters operate and how to diagnose heating issues. Covers testing thermostats and elements for continuity, safe replacement practices, and warnings against dry-firing elements.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Water Heater: Thermostat & Element

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Plumbing - Water Heater: Thermostat & Element (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Plumbing - Wax Ring

Learn how to replace a toilet's wax ring, including removing the toilet, scraping the old wax, installing new closet bolts, properly seating the new wax ring, sealing, tightening bolts, and checking for leaks. Also covers optional tank component rebuild during disassembly.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Plumbing - Wax Ring

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Plumbing - Wax Ring (Spanish)

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Pool Series - Calcium Hardness

Learn how to test calcium hardness. Fill to 25 ml, add 20 drops of R10 and 5 of R11—sample turns red. Add R12 drop by drop until it turns blue. Multiply drops by 10 for ppm. Ideal range: 200–400 ppm (optimal: 300–325 ppm) to protect surfaces and grout.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Calcium Hardness

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Calcium Hardness (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Chlorine Tower

Learn how to install and use a chlorine tower. Connect the “in” line from the pump and the “out” line back to the pool. Fill with 1" or 3" chlorine tablets—never use granular chlorine. Lubricate the cap gasket with silicone gel and tighten the cap before starting the pump. Always turn off the pump before opening the cap. Use the dial to maintain 2–4 ppm chlorine, aiming for 3 ppm.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Chlorine Tower

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Chlorine Tower (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Ideal Ranges for Pool

Learn how to maintain ideal chemical balance in a pool, calculate pool volume and water loss, and understand how these factors impact chemical dosing and leak detection. This foundational knowledge helps ensure water quality and reduce unnecessary costs

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Ideal Ranges for Pool

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Ideal Ranges for Pool (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Multiport

Learn how to operate a multiport valve and understand the purpose of each setting—filtering, backwashing, rinsing, draining, and more. This video also explains key safety tips to prevent gasket damage and ensure smooth system operation

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Multiport

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Multiport (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Pool Pump

Learn the parts and operation of a pool pump, including the motor, impeller, and skimmer basket. Understand the importance of keeping the basket in place to prevent clogs and filtration issues. Learn safety steps for cleaning and how to match motor specs when replacing. Troubleshoot starting issues by testing the capacitor.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Pool Pump

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Pool Pump (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Salt Generator

Learn how to monitor and adjust salt levels and chlorine output using a salt generator. Check flow direction and

clean cells when needed by soaking in a diluted muriatic acid solution. Maintain proper salt levels by adding salt evenly and brushing the pool bottom. For cold weather, switch to chlorine and unplug the generator to protect the cells.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Salt Generator

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Salt Generator (Spanish)

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Pool Series - Start-Up and Winterizing

Learn the proper steps to reactivate a pool system after winter. Reinstall the pump and filter plugs, pressure gauge, and sight glass. Open all valves, fill the pump with water, and prime the system using the “Waste” setting. Then backwash, rinse, and switch to “Filter”—always turning off the pump between setting changes.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Start-Up and Winterizing

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Pool Series - Start-Up and Winterizing (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Pool Series - Taylor Chemical Test Kit

This video introduces the Taylor test kit and its color-coded reagents: yellow for chlorine and pH, blue for calcium hardness, and green for total alkalinity. It shows how to collect water samples by submerging the bottle 18 inches and filling to marked lines. Instructions for each test are included inside the kit lid

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Taylor Chemical Test Kit

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Pool Series - Taylor Chemical Test Kit (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Pool Series - Test Total Alkalinity

Learn how to test total alkalinity using pool test reagents. Fill to 25 ml, add R7 and R8, then add the final reagent drop by drop until green turns red. Multiply the number of drops by 10 to get ppm. Ideal range: 80–100 ppm.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Test Total Alkalinity

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Test Total Alkalinity (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Testing Chlorine

Learn how to test chlorine using a color-based reagent kit. This video walks through each step—filling the tube, adding drops, mixing properly, and reading results—while also explaining how often to test and what levels to look for.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Testing Chlorine

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Testing Chlorine (Spanish)

Duration 0 hours

3 minutes

The Leading Edge of Maintenance | Pool Series - Testing pH

Learn how to check pH levels using a simple drop test. This video demonstrates the correct technique for adding reagents, mixing, and interpreting results to help maintain water balance and swimmer comfort.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Pool Series - Testing pH

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Pool Series - Testing pH (Spanish)

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Safety Precautions - Demo: Extinguishing a Fire

Learn how to safely put out a wood fire using a fire extinguisher.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Duration 0 hours

2 minutes

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Safety Precautions - Demo: Extinguishing a Fire

2 minutes

The Leading Edge of Maintenance | Safety Precautions - Demo: Extinguishing a Fire (Spanish)

2 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Basics

Learn how to safely operate an ABC fire extinguisher for trash/wood, liquid, and electrical fires.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Duration 0 hours

4 minutes

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Basics

4 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Basics (Spanish)

4 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Maintenance

Learn proper maintenance, inspection, and storage of fire extinguishers. Covers checking expiration dates, annual inspections, gauges, pins, and clips, and avoiding outdoor storage to prevent corrosion or accidental discharge

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Duration 0 hours

5 minutes

Duration 0 hours

5 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Maintenance

5 minutes

The Leading Edge of Maintenance | Safety Precautions - Fire Extinguisher Maintenance (Spanish)

5 minutes

The Leading Edge of Maintenance | Safety Precautions - Lock Out Tag Out Electrical

Learn how to lock out electrical breakers, switches, and extension cords during maintenance using tags, padlocks, and lockout devices to ensure safe electrical isolation.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Safety Precautions - Lock Out Tag Out Electrical

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | Safety Precautions - Lock Out Tag Out Electrical (Spanish)

Duration 0 hours

4 minutes

The Leading Edge of Maintenance | Safety Precautions - Lock Out Tag Out Plumbing

Learn how to safely lock out plumbing systems using padlocks and tags to prevent accidental activation of water or steam. Understand procedures for ball valves and gate valves.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions

The Leading Edge of Maintenance | Safety Precautions - Lock Out Tag Out Plumbing

Duration 0 hours

2 minutes

The Leading Edge of Maintenance | Safety Precautions - PPE Gloves

Learn about different types of personal protective equipment, including gloves, aprons, back braces, eye and ear protection, and masks, and how to select and use them appropriately based on task and chemical exposure.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits

0.00

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

The Leading Edge of Maintenance | Safety Precautions - PPE Gloves

Duration 0 hours

6 minutes

The Leading Edge of Maintenance | Safety Precautions - PPE Gloves (Spanish)

Duration 0 hours

6 minutes

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

Learn how Whirlpool dishwasher motors reverse polarity to switch between wash and drain modes. Understand how to test motor resistance and power to diagnose motor function..

Duration 0 Hours 1 Minute

Package Essentials

NAA CEC Credits Available No

NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | Whirlpool Dishwasher: Motor (Model # DU810SWPU3)
Duration 0 hours
1 minute

The Leading Edge of Maintenance | Whirlpool Dishwasher: Motor (Model # DU810SWPU3)
Spanish
Duration 0 hours
1 minute

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

Learn how the dishwasher door safety switch prevents operation when the door is open. Understand how to test the switch with an ohmmeter and troubleshoot dishwasher start issues related to the door switch

Duration 0 Hours 1 Minute
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | Whirlpool Dishwasher: Door Switch (Model # DU810SWPU3)
Duration 0 hours
1 minute

The Leading Edge of Maintenance | Whirlpool Dishwasher: Door Switch (Model # DU810SWPU3)
Spanish
Duration 0 hours
1 minute

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

Learn how the dishwasher fill valve controls water entry through a solenoid. Understand how to test the solenoid with an ohmmeter and inspect for potential hose damage and blockages.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | Whirlpool Dishwasher: Fill Valve (Model # DU810SWPU3)
Duration 0 hours
2 minutes

The Leading Edge of Maintenance | Whirlpool Dishwasher: Fill Valve (Model # DU810SWPU3)
Spanish
Duration 0 hours
2 minutes

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

Learn how the timer-controlled linkage mechanism releases the dishwasher soap door during the wash cycle by moving a locking plate.

Duration 0 Hours 1 Minute
Package Essentials
NAA CEC Credits Available No

NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | Whirlpool
Dishwasher: Soap Drawer (Model # DU810SWPU3)
Duration 0 hours
1 minute

The Leading Edge of Maintenance | Whirlpool
Dishwasher: Soap Drawer (Model # DU810SWPU3)
Spanish
Duration 0 hours
1 minute

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

Learn how to test dishwasher timers by checking power on wiring, using wiring diagrams, and testing continuity through timer cams. Understand common timer failures and how to identify them.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
NAA CEC Credits
0.00
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
The Leading Edge of Maintenance | Whirlpool
Dishwasher: Timer (Model # DU810SWPU3)
Duration 0 hours
4 minutes

The Leading Edge of Maintenance | Whirlpool
Dishwasher: Timer (Model # DU810SWPU3)
Spanish
Duration 0 hours
4 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
NAA CEC Credits
1.00
Language Support Tool Not Available
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
Language Support Tool Not Available
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

Language Support Tool Not Available

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

Language Support Tool Not Available

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

Vehicle Safety

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

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee Employee

Languages English

Course Versions

Vehicle Safety

Duration 0 hours

20 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
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
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
Language Support Tool Not Available
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
Language Support Tool Not Available
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
Language Support Tool Not Available
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
Language Support Tool Not Available
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

Virtual Tours

How can you invite a customer to look inside your apartment homes when they can't join you in person? Try a virtual tour experience using pre-recorded video or live streaming video. Explore how these options work in different leasing situations, what you'll need to get started, tips for improving the visual experience and how to incorporate best-practice leasing techniques.

15 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Edge2Learn

Subject Leasing and Marketing

Supervisor/Employee All

Languages English

Course Versions

Virtual Tours

15 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

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

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

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility

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

Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Compliance Refreshers
Supervisor/Employee Employee
Languages English, Spanish

Course Versions

Workplace Harassment Refresher

Duration 0 hours

30 minutes

Workplace Harassment Refresher - Spanish

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

Language Support Tool Not Available

Records Score Yes

Content Provider Grace Hill

Subject Compliance & Social Responsibility
Compliance Refreshers

Supervisor/Employee Supervisor

Languages English

Course Versions

Workplace Harassment Supervisor Refresher

Duration 0 hours

30 minutes