



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

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

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

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
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
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
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

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

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

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

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

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

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

Course Versions
Business Writing: Grammar Works

Duration 2 hours
0 minutes

Bystander Intervention for Chicago Employees

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

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance & 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

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

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

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

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Employee
Languages English

Course Versions
Conflict Resolution

Duration 2 hours

0 minutes

Conflict Resolution (Supervisor Version)

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

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions

Conflict Resolution (Supervisor Version)

Duration 2 hours

0 minutes

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

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

Records Score Yes

Content Provider Grace Hill

Subject Crisis Management

Supervisor/Employee All

Languages English

Course Versions

Crisis Management: Prevention & Preparation

Duration 1 hour

0 minutes

Critical Thinking Skills

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

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Critical Thinking Skills

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

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

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Customer Relationship Management

Duration 2 hours

0 minutes

Customer Service 1: Be Proactive

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

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject 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

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

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

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

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

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
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
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: Media Bias Awareness Activity

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

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

Course Versions
DEI Booster: Media Bias Awareness Activity
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

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

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

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

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

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
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
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
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All

Languages English

Course Versions Effective Time Management

35 minutes

Emotional Intelligence Skills

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

Records Score Yes

Content Provider Edge2Learn

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions Emotional Intelligence Skills

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

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions Employee Engagement

Duration 1 hour

0 minutes

Employee Motivation

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions Employee Motivation

Duration 1 hour

0 minutes

Essential Skills for the New Supervisor

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee Supervisor

Languages English

Course Versions Essential Skills for the New Supervisor

Duration 1 hour

0 minutes

Evictions

Most apartment communities look at eviction as an unwanted, but necessary process. Many of us prefer not to think about it and hope it never happens. Rather than avoiding the subject until you're right in the middle of it, understanding the basic steps ahead of time can provide a huge advantage in knowing what to expect.

Additionally, there are ways to smooth the process for you and your residents, and perhaps head off evictions altogether. Now, that's worth learning about!

Duration 0 Hours 30 Minutes
Package Essentials
Records Score Yes
Content Provider 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
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
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
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

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

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

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

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

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

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
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

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
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
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

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

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

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

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
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
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
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
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
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
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
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
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

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

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 Executive Order 13988

Following an executive order and a HUD memorandum, the Fair Housing Act is now widely interpreted to prohibit discrimination based on sexual orientation and gender identity. In this short course, you'll learn more about what this means for you and your community.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Fair Housing and Executive Order 13988

Duration 0 hours

5 minutes

Fair Housing and Executive Order 13988 - Spanish

Duration 0 hours

5 minutes

Fair Housing and 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: 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: Age Discrimination

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

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

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

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: Criminal Background Checks

You may be familiar with criminal background checks, but do you know how they relate to fair housing? This booster will reinforce your understanding of HUD's recommendations for applying criminal background checks fairly.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Criminal Background Checks

Duration 0 hours

5 minutes

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

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

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing
Boosters

Supervisor/Employee Employee

Languages English

Course Versions

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

Duration 0 hours

20 minutes

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

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

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Fair Housing
Boosters

Supervisor/Employee Supervisor

Languages English

Course Versions

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

Duration 0 hours

5 minutes

Fair Housing Booster: Limited English Proficiency

A big part of your job is communicating with customers, but what do you do when you and your customer speak different languages? This booster will reinforce your knowledge of HUD's recommendations for working with customers who have Limited English Proficiency.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing
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
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
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

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: Source of Income Discrimination

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

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Boosters

Supervisor/Employee Employee

Languages English

Course Versions

Fair Housing Booster: Source of Income
Discrimination

Duration 0 hours

10 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

Language Support Tool Available

Records Score Yes

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English, Spanish

Course Versions

Fair Housing for Maintenance

Duration 1 hour

0 minutes

Fair Housing for Maintenance - Spanish

Duration 1 hour

0 minutes

Fair Housing Refresher

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

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing Refresher

Duration 0 hours

30 minutes

Repaso de Vivienda Justa

Duration 0 hours

30 minutes

Follow-Up Techniques

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Follow-Up Techniques

Duration 1 hour

0 minutes

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

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

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: Elevating Your Sales Language to Make the Conversion

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

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Elevating Your Sales Language to Make the Conversion

Duration 0 hours

45 minutes

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

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

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions

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

Duration 0 hours

30 minutes

GH Webinar: HVAC Clinic - Electric Heaters

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

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Maintenance

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: HVAC Clinic - Electric Heaters

Duration 0 hours

35 minutes

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

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

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

Duration 1 hour

0 minutes

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

Labor trafficking can happen anywhere. As one type of human trafficking, labor trafficking uses force, fraud, and coercion to solicit victims right in your community.

Workers can be housed in apartments and transferred to work locations in groups. In this webinar you will learn: - What labor trafficking is and how it applies to property management. - Ways to spot red flags within your apartment communities. - How to report possible situations.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Human Trafficking

Supervisor/Employee All

Languages English

Course Versions

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

Duration 1 hour

0 minutes

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

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

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

Duration 1 hour

0 minutes

GH Webinar: Reputation Management - Micro-Moments are Everywhere

Managing your community's reputation online is a huge responsibility that can sometimes feel daunting, but it doesn't need to be! Simple practices, like providing excellent customer service in even the smallest interaction with a resident, then reminding them to complete a resident survey or leave a review, can really boost your online reputation. In this webinar, we'll learn what it means to build "micro-moments" of exceptional customer service, and how to drive reputation management efforts for your community by leveraging these moments.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: Reputation Management - Micro-Moments are Everywhere

Duration 0 hours

30 minutes

GH Webinar: Risk Management Inspections in Multifamily Housing

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Property Operations

Supervisor/Employee Supervisor

Languages English

Course Versions
GH Webinar: Risk Management Inspections in Multifamily Housing

Duration 1 hour

0 minutes

GH Webinar: Self-Guided Tours that Truly Stand Out

Interested in implementing self guided tours, but not sure where to start? Or have you already been using them and want a few extra tips? In this webinar you will learn: - Benefits of Self-Guided Tours - Different Self-Guided Tour Methods - Leasing with Self-Guided Tours - How to Stand Out During the Tour - Fair Housing & Addressing Risks

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

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 Anatomy of Disparate Impact

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

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Fair Housing

Supervisor/Employee Employee

Languages English

Course Versions

GH Webinar: The Anatomy of Disparate Impact

Duration 1 hour

0 minutes

GH Webinar: The 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

GH Webinar: What Multifamily Can do to Prevent Human Trafficking

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

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

Course Versions

GH Webinar: What Multifamily Can do to Prevent Human Trafficking

Duration 1 hour

5 minutes

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
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
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

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

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

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
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
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
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

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: 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

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

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: 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

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
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
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
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

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

Records Score No

Content Provider Grace Hill

Subject Leadership

Boosters

Supervisor/Employee Supervisor

Languages English

Course Versions

Communication Skills for Supervisors

Duration 0 hours

5 minutes

Leadership Booster: Leading with Empathy

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

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Leadership

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

Records Score No

Content Provider Grace Hill

Subject Leadership

Boosters

Supervisor/Employee Supervisor

Languages English

Course Versions

Preventing Toxic Workplace Cultures

Duration 0 hours

5 minutes

Leadership Booster: Psychological Safety Quick Quiz

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

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leadership

Boosters

Supervisor/Employee Supervisor

Languages English

Course Versions
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 fun Q&A challenge.

Duration 0 Hours 55 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 202 Series

Duration 0 hours

55 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

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
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
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
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

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Performance Management

Duration 1 hour

0 minutes

Preparing a Perfect Market Ready Apartment

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

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available Yes

NAA CEC Credits

2

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

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

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

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

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions

Recognizing and Responding to Microaggressions

Duration 1 hour

0 minutes

Recruiting Series

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

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

Duration 1 Hour 25 Minutes
Package Essentials
Records Score Yes
Content Provider 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
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
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
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 a overview of retaliation in the workplace, including what to do if you experience retaliation, and, as a supervisor, what you can 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
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
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

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

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

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
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 - 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
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
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
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

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

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

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

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

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

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: 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: 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

Language Support Tool Not Available

Records Score No

Content Provider Grace Hill

Subject Sparks: Fast, Focused Training

Supervisor/Employee Employee

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 Service: Complaints - Turning Lemons into Lemonade

The Customer Service 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 Service: Complaints - Turning Lemons into Lemonade

5 minutes

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

The Customer Service 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 Service: Creating a Thriving Community Through Exceptional Customer Service

5 minutes

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

The Customer Service 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 Service: First Impressions: You Never Get a Second Chance

5 minutes

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

The Customer Service 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 Service: Maintenance: The Key to Resident Happiness

5 minutes

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

The Customer Service 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 Service: Social Media: Your 24/7 Customer Service Platform

5 minutes

Spark: Customer Service: The Real Game Changer

The Customer Service 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 Service: The Real Game Changer

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

Language Support Tool Not Available

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

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

Records Score Yes

Content Provider Grace Hill

Subject Professional Skills

Supervisor/Employee All

Languages English

Course Versions

Stress Management

Duration 1 hour

0 minutes

Team Retention Strategies Series

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

Duration 0 Hours 25 Minutes

Package Essentials

Records Score Yes

Content Provider 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

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
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

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

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | ELECTRICAL

Duration 0 hours
10 minutes

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

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

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

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

Duration 0 hours
15 minutes

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

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

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions

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

Duration 0 hours

25 minutes

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

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

Duration 0 Hours 25 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee All

Course Versions

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

Duration 0 hours

25 minutes

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

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

Duration 0 Hours 25 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee All

Course Versions

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

Duration 0 hours

25 minutes

The Leading Edge of Maintenance | HVAC

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

Duration 1 Hour 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee All

Course Versions

The Leading Edge of Maintenance | HVAC

Duration 1 hour

5 minutes

The Leading Edge of Maintenance | MAKE READY

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

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee All

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

The Leading Edge of Maintenance | PLUMBING

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

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

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

The Leading Edge of Maintenance | POOL SERIES

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

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

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

The Leading Edge of Maintenance | SAFETY PRECAUTIONS

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

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

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

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

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

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

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

Duration 0 hours

5 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

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Traffic Generation

Duration 1 hour

0 minutes

Understanding Racism

In U.S. workplaces, homes, and schools -- and around the world -- people are engaging in real conversations about race, justice, diversity, equality, and inclusion. That's a good thing, but only if conversations move to meaningful, systemic change -- but it can be hard to know where to start. This course covers the basics of racism and systemic racism, and will help you recognize and correct misconceptions about race and racism.

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Diversity, Equity, and Inclusion

Supervisor/Employee All

Languages English

Course Versions
Understanding Racism

Duration 0 hours

30 minutes

Understanding the Family and Medical Leave Act

This course provides the foundational knowledge you will need to understand the Family and Medical Leave Act (FMLA). You will learn the purpose of FMLA, who is eligible for the leave, what leaves may qualify for FMLA, and how employers should administer this leave.

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Human Resources

Supervisor/Employee Supervisor

Languages English

Course Versions

Understanding the Family and Medical Leave Act

Duration 0 hours

20 minutes

Understanding Workplace Violence

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

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Safety

Supervisor/Employee All

Languages English, Spanish

Course Versions

Understanding Workplace Violence

Duration 0 hours

20 minutes

Understanding Workplace Violence - Spanish

Duration 0 hours

20 minutes

Using Empathy to Develop Meaningful Connections with Others

To have empathy means to recognize, understand, and share the feelings of others. People who have high levels of empathy are better able to understand the perspectives of others and act with kindness and compassion. Understanding another person's perspective is an important skill in any workplace, but particularly in the property management industry where you are interacting with people every day. In this course, we'll learn what it means to show empathy and we'll look at some actions you can take to create stronger connections and improve relationships with coworkers, clients, and customers.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leadership

Supervisor/Employee All

Languages English, Spanish

Course Versions

Using Empathy to Develop Meaningful Connections with Others

Duration 0 hours

10 minutes

Using Empathy to Develop Meaningful Connections with Others - Spanish

Duration 0 hours

10 minutes

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

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

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Virtual Leasing: Conducting a Virtual Tour

Duration 0 hours

25 minutes

Virtual Leasing: Confidence in Virtual Leasing

In this course, you will learn about how your confidence level with the virtual leasing process can affect your customer's level of confidence in you, and you'll learn some strategies for overcoming some of the things that make many people uncomfortable with being on video.

Duration 0 Hours 25 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Virtual Leasing: Confidence in Virtual Leasing

Duration 0 hours

25 minutes

Virtual Leasing: Introduction to Virtual Leasing

In this introductory course, you will learn about the benefits of virtual leasing, different approaches to virtual leasing, and how to ensure you continue to comply with fair housing laws when leasing virtually.

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Virtual Leasing: Introduction to Virtual Leasing

Duration 0 hours

20 minutes

Virtual Leasing: Technology Tools for Virtual Leasing

In this course, you'll learn about different technologies you can use to conduct virtual leasing, strategies for making sure your internet connection is reliable, and how to determine the virtual leasing approach that is best for each customer.

Duration 0 Hours 20 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Virtual Leasing: Technology Tools for Virtual Leasing

Duration 0 hours

20 minutes

Virtual Resident Engagement

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

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Grace Hill

Subject Leasing and Marketing

Supervisor/Employee Employee

Languages English

Course Versions

Virtual Resident Engagement

Duration 0 hours

10 minutes

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

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
Records Score Yes

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

Course Versions

Repaso de acoso en el lugar de trabajo

Duration 0 hours

30 minutes

Workplace Harassment Refresher

Duration 0 hours

30 minutes

Workplace Harassment Supervisor Refresher

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

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

Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions

Workplace Harassment Supervisor Refresher

Duration 0 hours

30 minutes