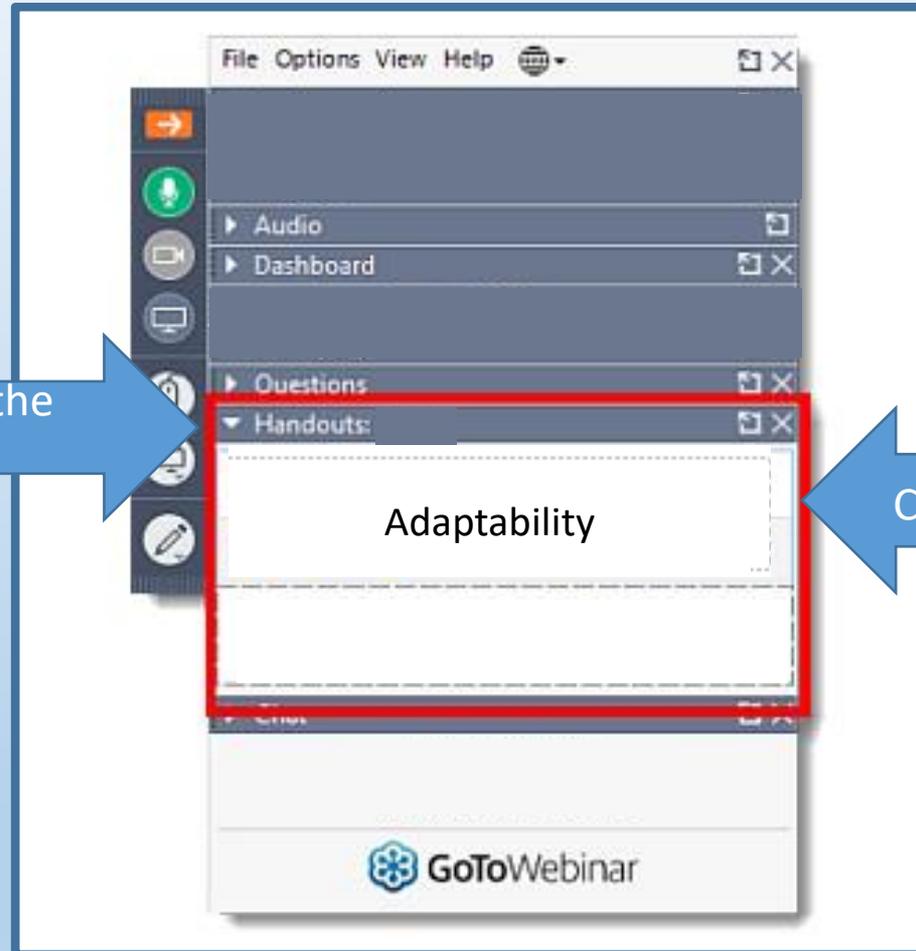


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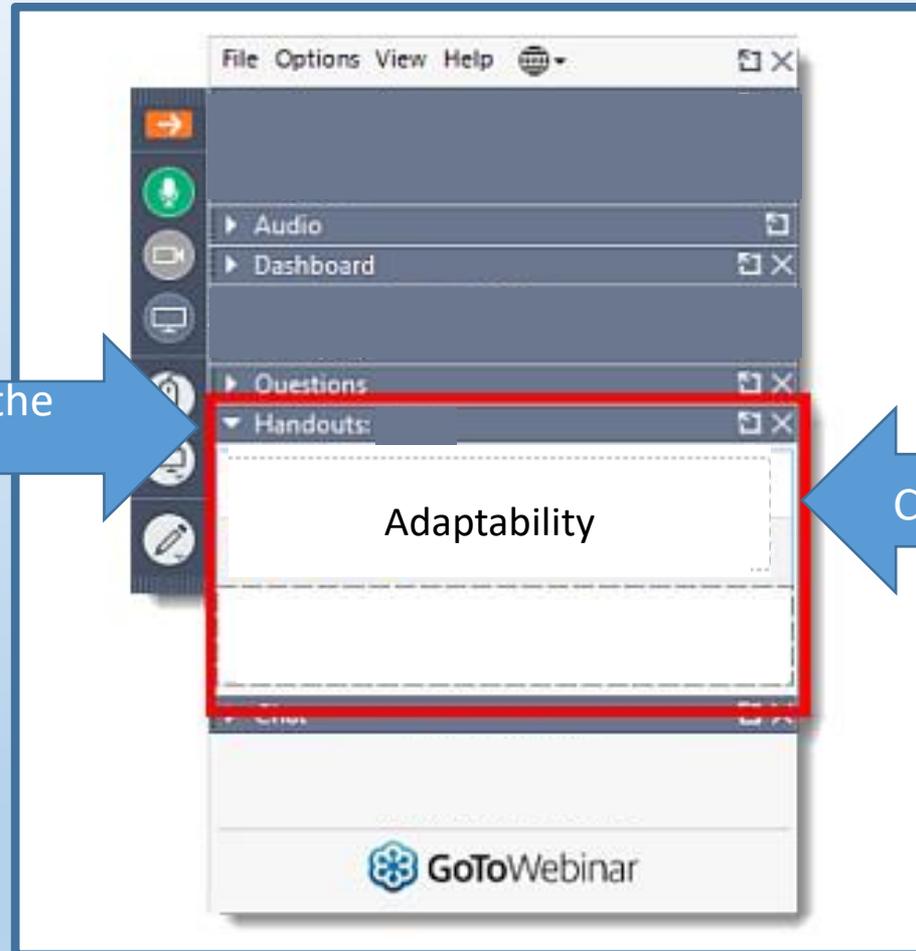
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Adaptability – Be a Game Changer **WELCOME!**



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Imagine...

effective learning experiences that employees look forward to.

We make it engaging.



COVID-19 Resource Center



COVID-19 is a pandemic that has affected everyone in our industry both in business and personal life. We have technology that allows us to continue business interactions until things return to normal. With this in mind, we've created resources to assist you with adjusting and taking precautions as needed. Together, we'll keep the multi-family industry moving forward and ready to handle what comes next.
 Your Partners at Edge2Learn and Ellis Partners

Precautions for Maintenance

Covid-19 Planning

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Leadership

Working From Home

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Other Resources

--	--	--	--	--	--

A Partner You Can Trust!

Outside Resources: Learning from Others!

--	--	--	--	--	--

Ellis Mystery Shops

#WeCanHelp #35YearsExperience

Internet Shops

Email

Chat

Text

Telephone Shops

Standard Telephone

Basic Virtual Leasing Experience Mystery Shops

Advanced Virtual Leasing Experience Shops

Telephone/In Person Shops (Guided or Self Guided)

Telephone with onsite/Audio/Visual

Thank you for joining us today!

Want to learn more?



Pam Pederson

**Director of Engagement and Communications
Edge2Learn**

ppederson@edge2learn.com | (317) 881-8511



Today's Presentation!



Meet Your Speaker



Lise Rozier

- Lise joined RangeWater Real Estate in 2011 as Director of Training.
- She brings over 20 years of experience in residential and commercial real estate and property management.
- She has worked with almost every facet of real estate property management, including new construction, rehab, renovation, single family and mixed-used developments.
- Lise is also a licensed Realtor.



Adaptability

Be a Game Changer



What
makes you
a Game
Changer?

- Your work is your **CALLING**
- What you do is **MEANINGFUL**
- You make the vision a **REALITY**

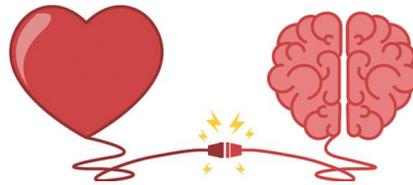
IQ



A total score derived from a set of standardized tests or subtests designed to assess human intelligence



EQ



The capability of individuals to recognize their own emotions and those of others, use emotional information to guide thinking and behavior, and manage and/or adjust emotions



AQ



The ability to adjust course and strategy in response to unanticipated changes and to adapt and thrive in a fast-changing environment in business



Adaptable people...

- Experiment
- See opportunity where others see failure
- Are resourceful
- Think ahead
- Don't whine
- Talk to themselves. But not in a weird way
- Don't blame
- Don't claim fame
- Are curious
- Stay current
- See systems
- Open their mind
- Know what they stand for





Hire The Right People

How do you adjust to changes you have no control over?

If your coworkers had a “this is how we do it” attitude to learning something new, how would you try to convince them to follow a different, more effective method of working?

You have been working on a client’s project for a while, when your manager informs you that the project’s requirements changed suddenly. What would you do?

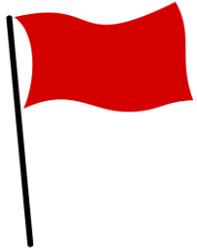
How do you re-adjust your schedule when your manager asks you to prepare a report within an hour?

Tell me about a time you had to learn how to use a new tool at work. How long did it take you to understand its features use it daily?

Describe a time you were assigned new tasks (e.g. due to job enrichment or promotion.) How did you adapt?

The new HR Manager implements formal, quarterly performance reviews for all employees. How would you prepare yourself and your team, if you were used to having only informal meetings?

www.workable.com



RED FLAGS

THEY'RE NOT OPEN-MINDED

THEY'RE SCARED OF THE UNKNOWN

THEY'RE NOT GOOD TEAM PLAYERS

THEY'RE NERVOUS

THEY'RE NEGATIVE





Leading By Example

- Redefine Your Motivation
- Observe and Learn
- Ask Questions
- Prepare Alternative Solutions
- Make Easy Transitions
- Stay Calm and Confident
- Acquire New Skills
- Set Small Goals
- Find the Upside
- Be Willing to Make Mistakes

Measuring Adaptability as a Leader in the Workplace

- You think positive and stay calm under pressure
- People respect you
- Associates confide in you and ask for your advice



**LEADERSHIP IS NOT A
POSITION OR A TITLE,
IT IS ACTION AND
EXAMPLE**



How can I apply what we talked about today to strengthen and inspire adaptability in my team?

EMPOWER
PEOPLE

INSPIRE
PEOPLE

LEADERSHIP

LEAD
CHANGE

SHARED
VISION





**ADAPTABILITY IS ABOUT THE POWERFUL
DIFFERENCE BETWEEN ADAPTING TO
COPE AND ADAPTING TO WIN.**

MAX MCKEOWN



**Everything negative - pressure,
challenges - is all an opportunity
for me to rise.**

Kobe Bryant

Our Next Ellis | Edge2Learn Webinars!

Confessions of a Leasing Agent

July 9, 2020

1:00pm – 1:30 pm CST

**Register on
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Donna Hickey



Questions?

From All of us at Edge2Learn

