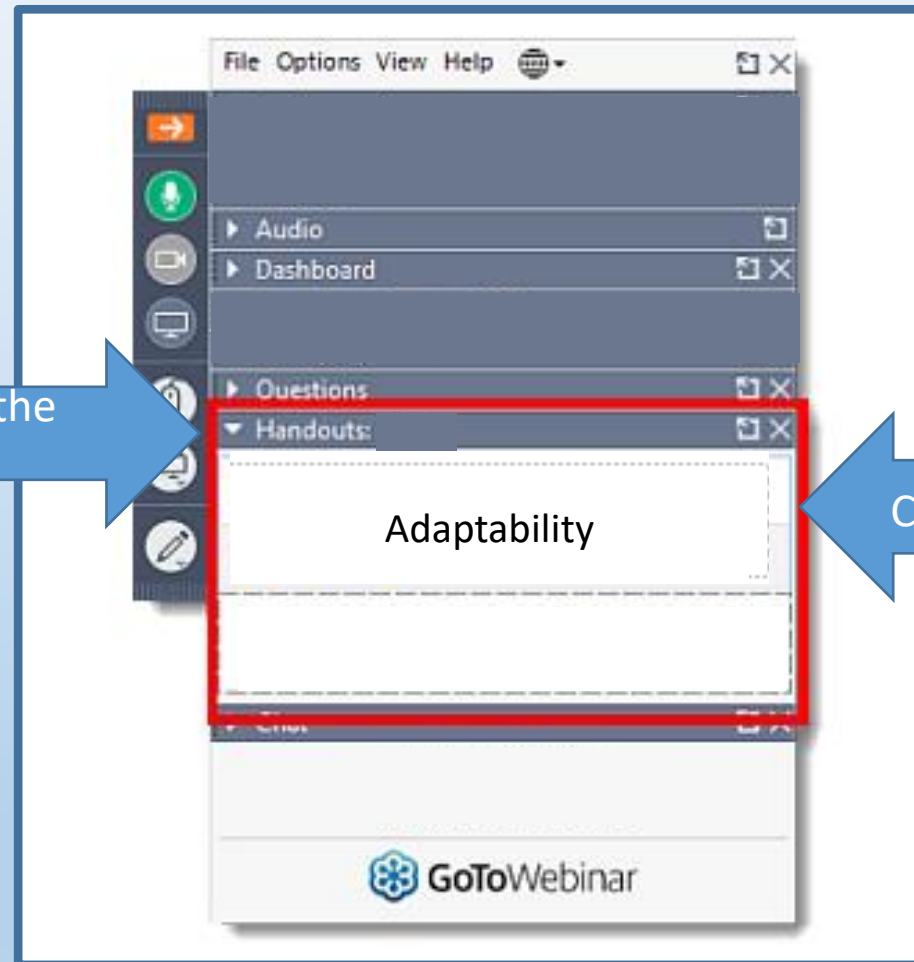


# Download Your Handout



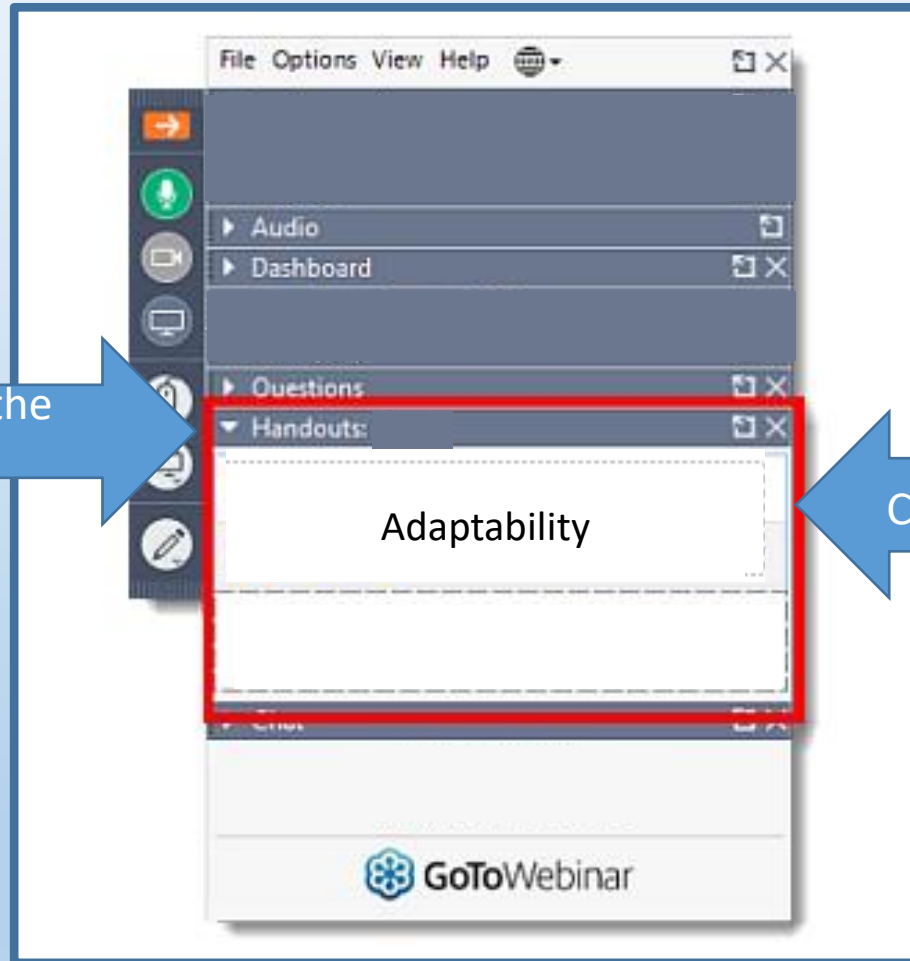
Use mouse to click the  
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# Adaptability – Be a Game Changer **WELCOME!**



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**Imagine...**

effective learning experiences that  
employees look forward to.

**We make it engaging.**





# COVID-19 Resource Center

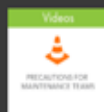
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COVID-19 is a pandemic that has affected everyone in our industry both in business and personal life. We have technology that allows us to continue business interactions until things return to normal. With this in mind, we've created resources to assist 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



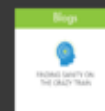
## Leadership



## Working From Home



## 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](mailto: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.

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# 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**

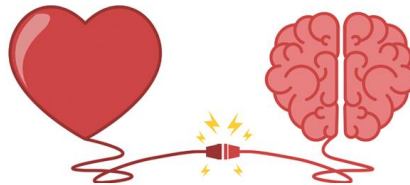


# IQ



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?

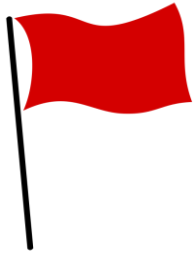
Tell me about a time you had to learn how to use a new tool at work. How long did it take you to understand its features use it daily?

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](http://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

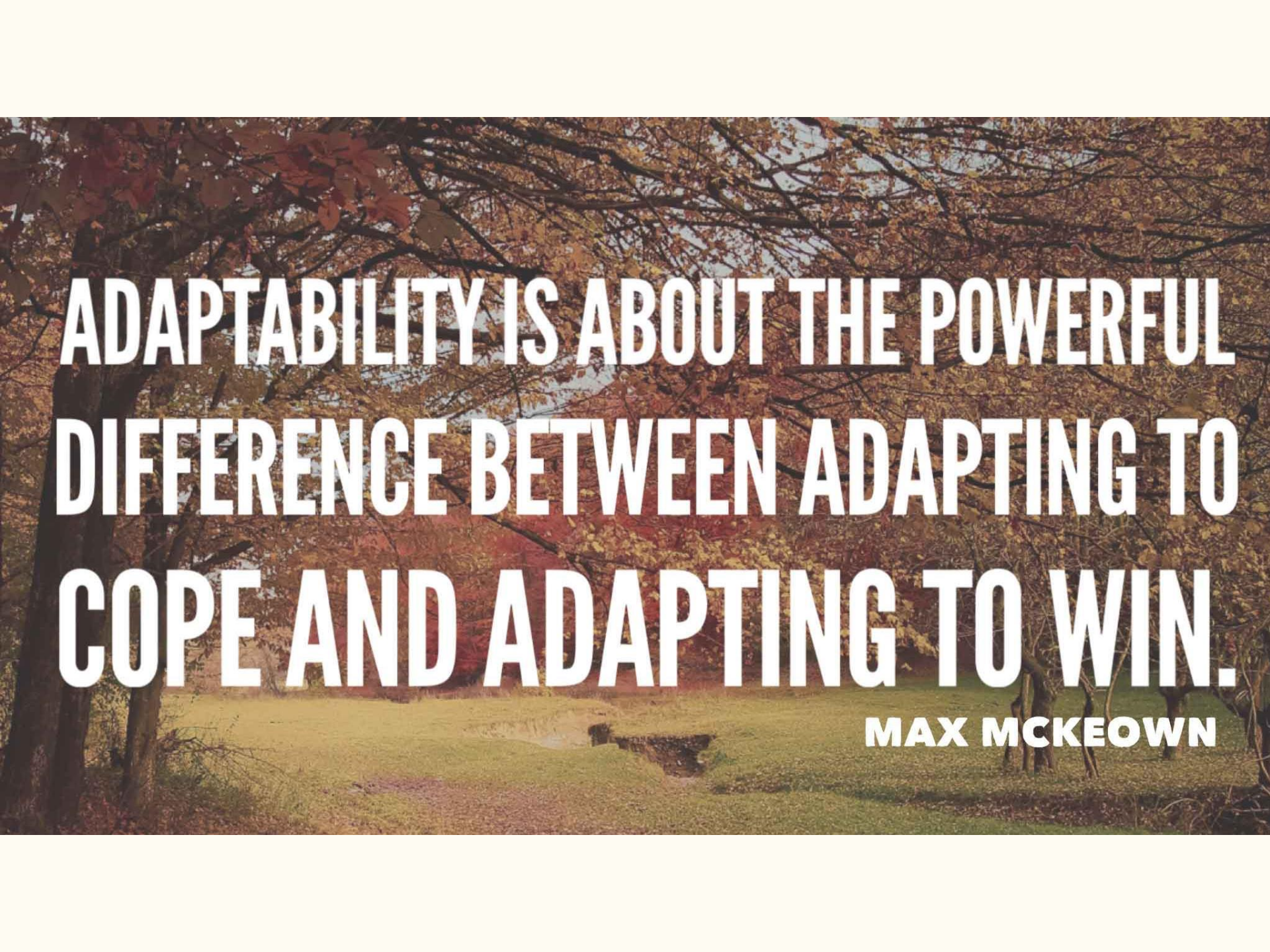
LEADERSHIP

LEAD  
CHANGE

SHARED  
VISION






The background of the image is a photograph of a park-like setting in autumn. In the foreground, there's a grassy area with some fallen leaves. In the middle ground, there's a small pond or stream. The background is filled with trees whose leaves are in various shades of orange, red, and yellow. The sky is visible through the branches, appearing as a pale blue. The overall mood is peaceful and contemplative.

**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  
Epmsonline.com  
or  
edge2learn.com**



**Donna Hickey**





Questions?

# From All of us at Edge2Learn

