



Welcome Crisis Management

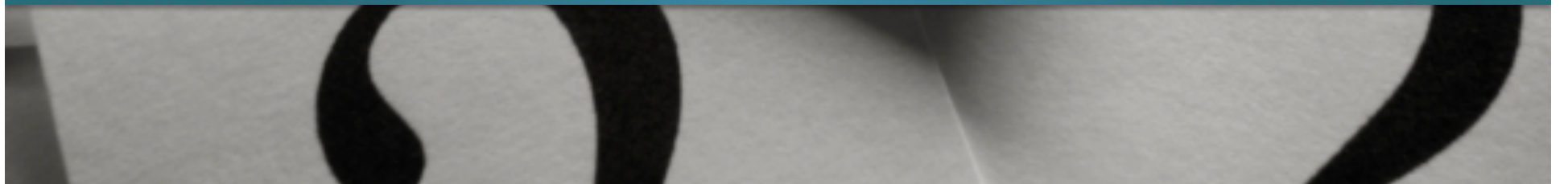


epmsonline.com | dwalker@epmsonline.com

Copyright 2015 Ellis Partners in Management Solutions



Questions?



TOPICS

Pre-Crisis planning

Practice makes you prepared

Getting through the crisis

Final tips

DURING A CRISIS, THE
BEST THING YOU CAN DO IS THE
RIGHT THING. THE **SECOND** BEST
THING IS THE **WRONG** THING.

Thought #1
Pre-Crisis Planning



INFORMATION **ASYMMETRY**



DECISIVE CHANGE FROM THE NORM



UNDERSTAND THE POTENTIAL IMPACT



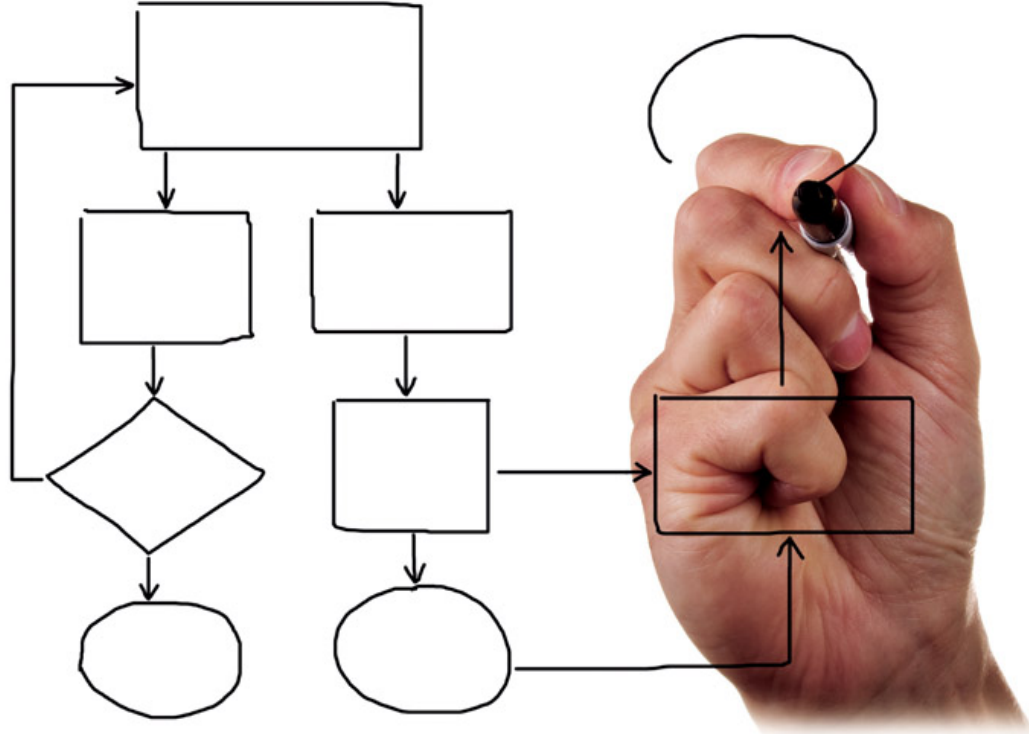


Login:

Username

Password:

* * * * *



What is the **worst**
that could happen?

Thought #2
Practice is Preparation



PREPARE TO
create



Share FAQ

Thought #3
Getting Through the Crisis

#1

CRISIS MANAGEMENT

Acknowledge it and take charge

#2

CRISIS MANAGEMENT

Act quickly but thoughtfully

#3

CRISIS MANAGEMENT

Stay in the same venue

#4

CRISIS MANAGEMENT

Prepare your team

#5

CRISIS MANAGEMENT

Know when to take it offline

#6

CRISIS MANAGEMENT

Truly be sorry

#7

CRISIS MANAGEMENT

Learn your lesson

EXTRA! EXTRA!

READ ALL ABOUT IT!

**CRISIS
AVERTED**

Thought #4
Final Tips

REPUTATIONS ARE
EXTREMELY FRAGILE AND CAN
BE TORN DOWN IN
A MATTER OF MINUTES.

Hire Me!



You can't please
EVERYONE



in

move
of a

page, as in
from the rest
the like by which
any. The growing
group

lead·er·ship (lē-dər-
ship)

1. The quality of being
a leader.
2. A group
with the ability to lead.

Flint
(flint)
lead glass.

Maybe... Let them vent.

TAKEAWAYS

Pre-Crisis planning

Practice makes you prepared

Getting through the crisis

Final tips

SERVICES OFFERED BY ELLIS PARTNERS & RENTER'S VOICE

- Ratings & Reviews
- Resident Surveys
- Apartment Mystery Shopping
- Reputation Management Strategy
- Training & Coaching

Thank you! Want to learn more?

Danielle Walker
dwalker@epmsonline.com

rentersvoice.com
epmsonline.com

Register at epmsonline.com

Upcoming Webinar



How to capture renewals

Thursday, Dec 3

1:00 PM – 1:30 PM CDT

Register at epmsonline.com