

Dealing with Difficult Situations in Multifamily

WELCOME!

WEBINAR



The Ellis Companies

Enhancing Employee and Customer Experience

Your industry partner for over **35** years!

- Apartment Mystery Shopping
- Prospect & Resident Surveys
- Ratings & Reviews
- eLearning (Online Training)
- Customized Training & Coaching

The Ellis Companies

Enhancing Employee and Customer Experience



Edge2Learn

Enhancing Learner Experience

The screenshot displays the Edge2Learn dashboard for a user named Molly Manager. The interface includes a top navigation bar with links to Home, Course Library, Achievements, and Live Sessions. A central dashboard area features four circular progress indicators: 'To do' (5), 'Overdue' (0), 'Completed' (2), and a 'Login Week Streak' of 1. A 'Total 7' badge is positioned below these indicators. Below the progress indicators, there are tabs for 'All', 'In Progress', 'Overdue', 'Not Started', and 'Completed'. The main content area shows three course cards: 'E2L PBT Essential: Demonstrating', 'E2L PBT Essential: Greetings', and 'E2L Webinars: Social Media Marketing'. A 'News' section on the right displays a congratulatory message: 'Congrats on your perfect Mystery Shop Sarah!'. Three green callout boxes highlight specific features: 'Launch training from your Dashboard' points to the course cards; 'Easily view your course requirements and achievements' points to the progress indicators; and 'Company Announcements display in your news feed' points to the news section.

edge2learn

Home Course Library Achievements Live Sessions

Welcome, Molly Manager

Easily view your course requirements and achievements

Launch training from your Dashboard

To do 5

Overdue 0

Completed 2

1 Login Week Streak

Total 7

All In Progress Overdue Not Started Completed

E2L PBT Essential: Demonstrating

E2L PBT Essential: Greetings

E2L Webinars: Social Media Marketing

News

Congrats on your perfect Mystery Shop Sarah!

Company Announcements display in your news feed

Thank you for joining us today!

Want to learn more?



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Today's Presentation!



Meet Your Speaker

Pam Roberts



- Director of Employee Engagement and Communications at Edge2Learn.
- 33+ years in the Multifamily Industry
- She started her career with the U.S Department of Housing and Urban Development in Indianapolis.
- Proudly volunteers for the Indiana Apartment Association and was Volunteer of the Year in 2011.
- Pam served in the United States Navy
- Fun Fact

Dealing with Difficult Situations in Multifamily

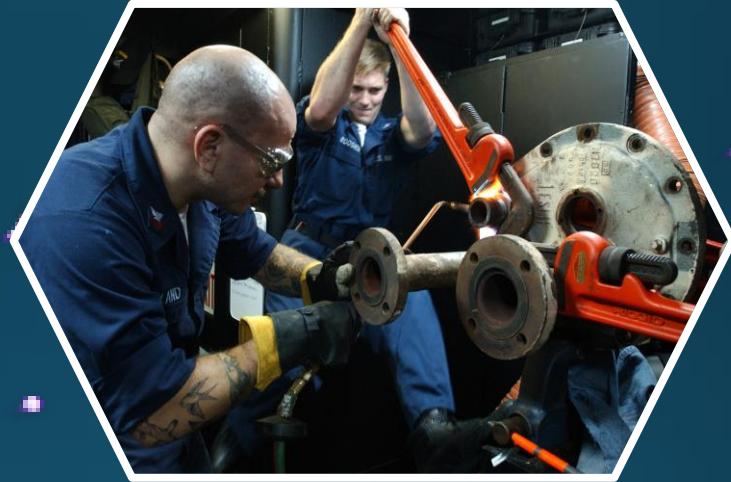


Dealing with Difficult Situations in Multifamily

Learning Objectives

- How to identify triggers to help defuse difficult situations before they escalate
- How to turn difficult situations into opportunities that can better serve residents and coworkers
- Ways to share best practices to improve communication with team members and direct reports as situations occur in real time

How to Defuse Difficult Situations



Personalities

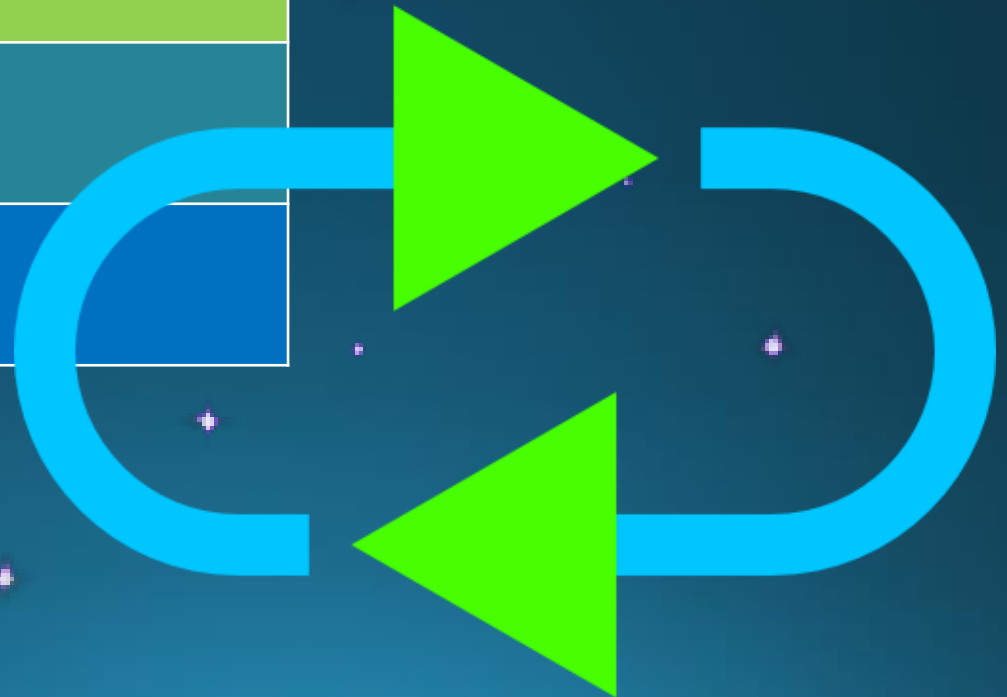
Temperaments

Challenges

Successes

Celebrations

Emotions





Difficult
situations often
arise as a result
of an **event**

It is usually a
*conflict that arises
as a result of
the situation*



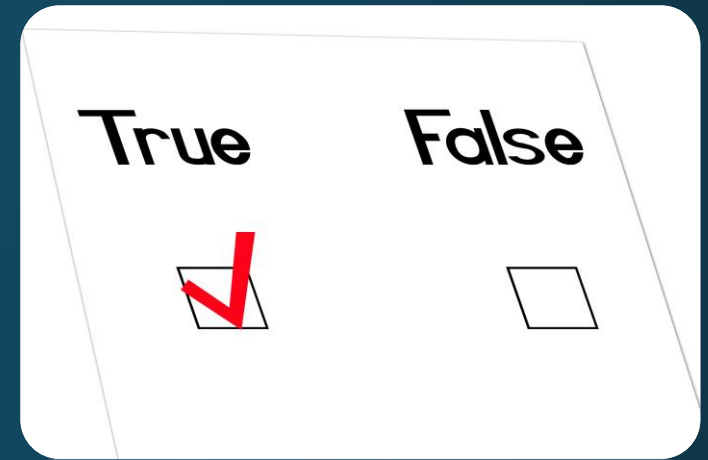


Perspective

The Key To Handling Difficult Situations
Grace | Professionalism | Empathy



Everyone Can Be Difficult



When a person is upset and appears difficult, it is often a natural reaction to be on the defensive and take the undesirable behavior personally.

Change YOUR perspective

Focus On The
Intention

Stay Calm

Be Respectful

Focus on the Intention





Stay Calm



Be Respectful



What Are YOUR Triggers?

Opposing beliefs and values

Trauma

Ego preservation



What To Do Once You've Been Triggered

Turning Difficult Situations into Opportunities



~~"Difficult Residents"~~

Residents
are
Opportunities



Don't Take It
Personally

Find The Root
Cause

Apologize For
Their Hardship

Empathize
With The
Resident

Listen
Empathize
Acknowledge
Restate
Needs



**Always
Follow Up**

**Don't Hold A
Grudge**

**Develop The
Relationship**

Best Practices to Improve Communications with Your Team or Coworkers!



Ask Yourself - How You Are Contributing?



Use Your Tools!

A spiral-bound notebook with handwritten text, surrounded by several light bulbs on a wooden surface. The notebook is open, showing lined pages. The text is written in a casual, handwritten style. The word 'Action' is written in red and underlined. The phrase 'not.. position' is written below it. The notebook is placed on a dark wooden surface. There are several light bulbs around it: one on the left, one on the right, and several others in the background. The background is a dark blue gradient with some small white stars.

Leadership is

Action

not.. position

The day you stop learning is the day you stop leading



Questions?

Our Next Ellis Webinar!

Leasemakers Part IV: Closing - The Bottom Line

Thursday, October 10, 2019

1:00 PM – 1:30 PM CST

Register now at epmsonline.com!

Rick Ellis



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thank you!

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