



Welcome
Difficult residents
strike again!

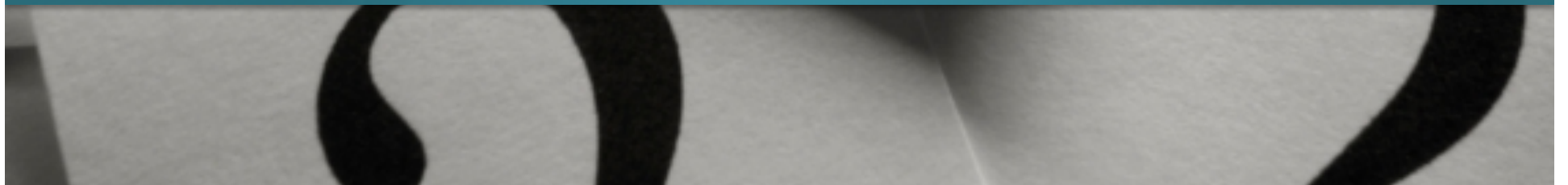


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Questions?



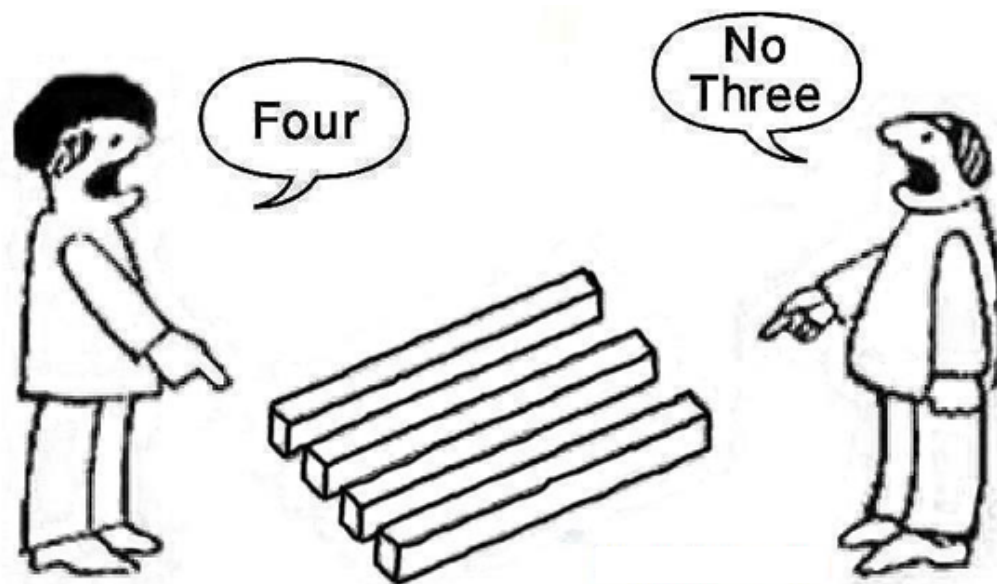
TOPICS

Your state of mind
Tips for responding
Final thoughts

YOU MUST **CHANGE** HOW
YOU **REACT TO PEOPLE** BEFORE
YOU CAN CHANGE HOW YOU
INTERACT WITH THEM.

Thought #1
Your state of mind

Switch PERSPECTIVES



CHOOSE YOUR
APPROACH



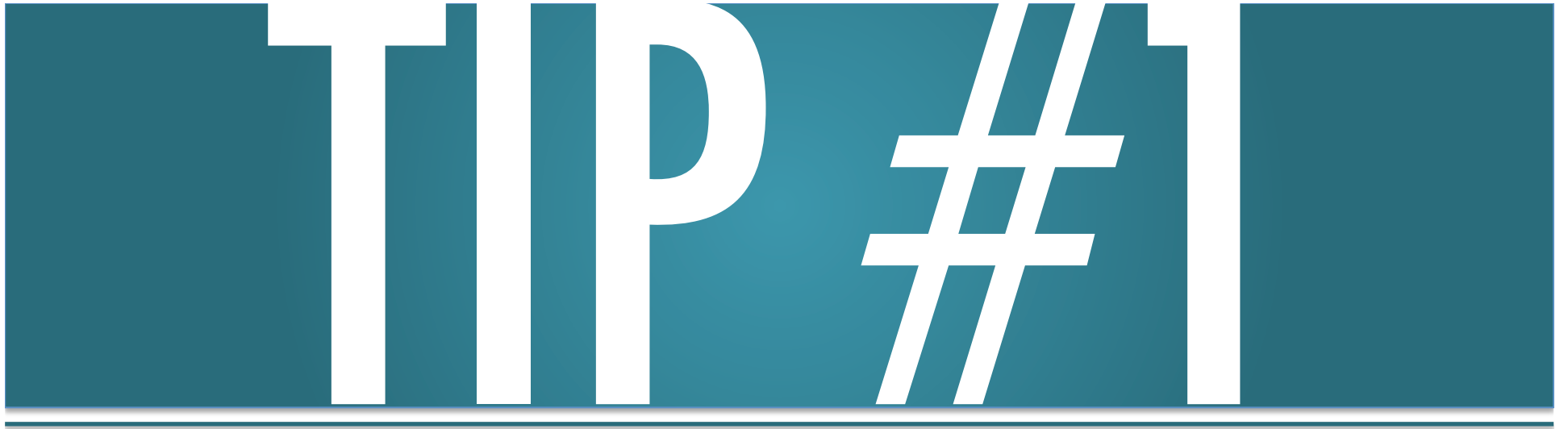
If you can predict it
PLAN FOR IT

PLAN AN EXIT STRATEGY

Thought #2

Tips for responding





Maintain self-control
words, facial expressions, tone

WIP #2

Focus on problem solving.
Minimize misinterpretation.

WIP #3

Focus on winning rapport and respect

WIP #4

Apply appropriate pressure

WIP #5

Always be leading rather
than following



Thought #3

Final Thoughts

Embrace it for what it is
OPPORTUNITY

- Care. And mean it.
- Respond in real time
- Offer to make it better
- Make the extra mile

Continuously deliver
VALUE

ALL FEEDBACK HAS
SOME **TRUTH** IN IT.

TAKEAWAYS

Your state of mind
Tips for responding
Final thoughts

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?

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Upcoming Webinar



Write better emails
and get the lease!

Thursday, Oct 27
1:00 PM – 1:30 PM CDT

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