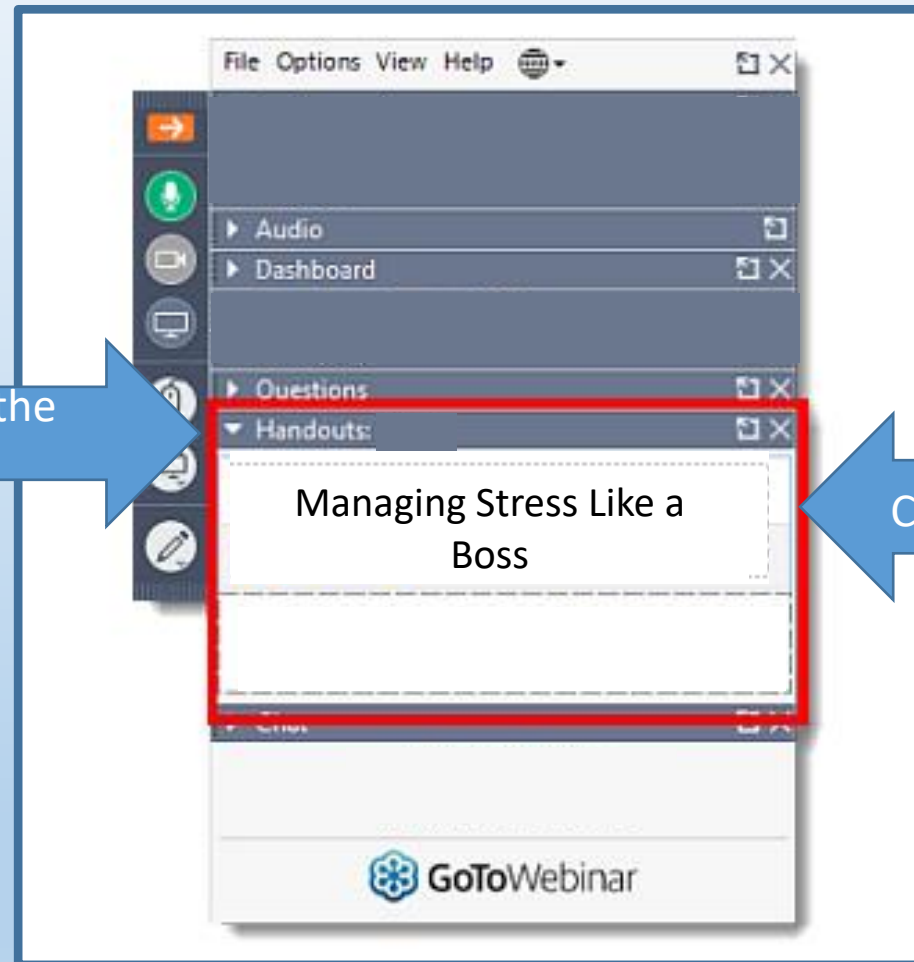


# Download Your Handout



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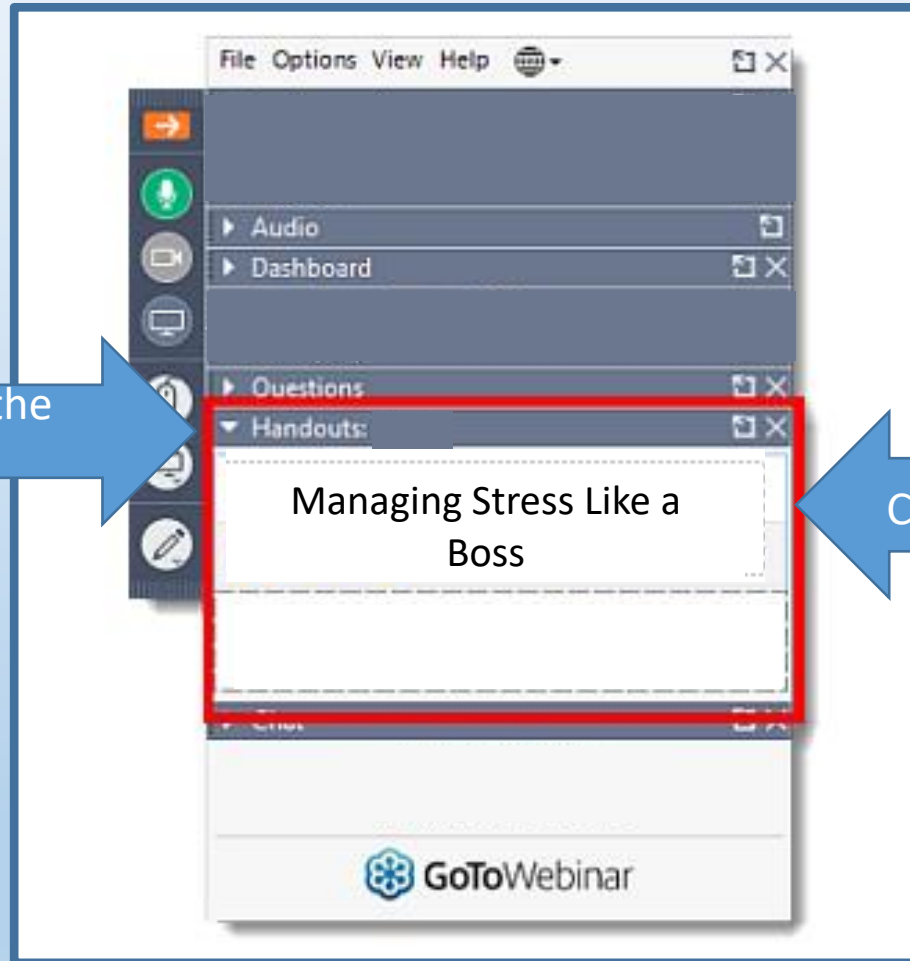
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# Managing Stress Like a Boss through the COVID-19 Crisis

WELCOME!



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## Courses

Grow your teams in all areas throughout their careers.



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**Free COVID-19 Resources**  
for Multi-Family Properties

**Learn More**



# COVID-19 Resource Center

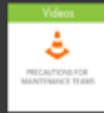
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COVID-19 is a pandemic that has affected everyone in our industry both in business and personal life. We have technology that allows us to continue business interactions until things return to normal. With this in mind, we've created resources to assist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



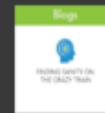
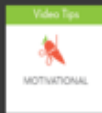
## Leadership



## Working From Home



## Other Resources



## A Partner You Can Trust!



## Outside Resources: Learning from Others!





# Ellis Virtual Mystery Shops

## Shopping Report Score

	Possible Points	Earned Points	Percentage
First Impression Experience	15	0	0.0%
Information Gathering Experience	30	0	0.0%
Touring the Apartment Experience	23	0	0.0%
Closing Experience	21	0	0.0%
Follow Up Experience	11	0	0.0%
<b>Virtual Leasing Experience Total</b>	<b>100</b>	<b>0</b>	<b>0.0%</b>

## Virtual Leasing Experience Mystery Shops

# Ellis Self-Guided Tour Mystery Shops

## Self-Guided Tour Mystery Shops

### Shopping Report Score

	Possible Points	Earned Points	Percentage
Telephone Experience	100	0	0.0%
<b>Telephone Total</b>	<b>100</b>	<b>0</b>	<b>0.0%</b>
Onsite Greeting	10	0	0.0%
Onsite Information Gathering	10	0	0.0%
Onsite Tour	25	0	0.0%
Onsite Closing	25	0	0.0%
Follow-Up	30	0	0.0%
<b>In-Person Total</b>	<b>100</b>	<b>0</b>	<b>0.0%</b>
<b>Grand Total</b>	<b>200</b>	<b>0</b>	<b>0.0%</b>

Grand Total

200

0

0.0%



# Thank you for joining us today!

## Want to learn more?



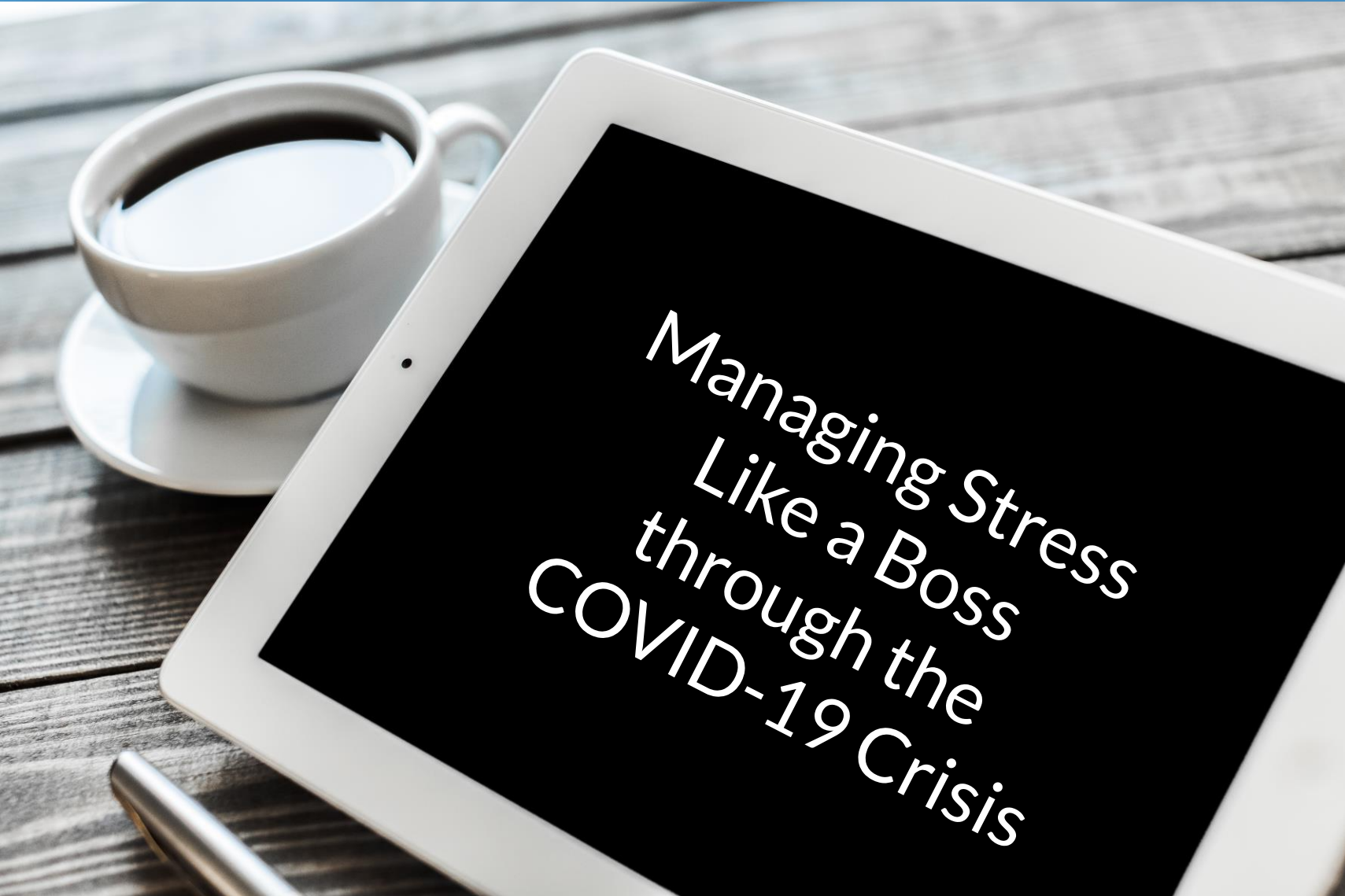
**Pam Roberts Pederson**

**Director of Engagement and Communications  
Edge2Learn**

**[ppederson@edge2learn.com](mailto:ppederson@edge2learn.com) | (317) 881-8511**



# Today's Presentation!



Managing Stress  
Like a Boss  
through the  
COVID-19 Crisis

# Meet Your Speaker

Julie Doss



- Julie is the Director of Training and Customer Experience for the Gene B. Glick Company in Indianapolis, IN.
- In 2019, she graduated from the Customer Experience Executive Academy and is helping to lead her company in a customer service revolution.
- She is a National Multifamily Instructor.
- Julie is a graduate with majors in Speech Communications and Marketing from Ball State University in Indiana.



# Managing Stress Like a Boss

## *Through the COVID-19 Crisis*



**THESE ARE  
STRESSFUL  
TIMES**



# IDENTIFY THE SIGNS OF STRESS



THE  
BASICS

# SLEEPING



THE  
BASICS

# EATING





THE  
BASICS

# EXERCISING



THE  
BASICS

# BREATHING



LESS  
STRESS



CREATE  
NEW  
ROUTINES





# Our Next Edge2Learn Webinars!

## Presentation Skills for Virtual Tours

**May 28, 2020**

**1:00pm – 1:30 pm CST**

**Register on  
[edge2learn.com](https://edge2learn.com)**

**Rommel Anacan**



# Our Next Edge2Learn Webinars!

## **We're Better Together: Property Management Approach to Emotional and Mental Health**

**June 4, 2020**

**1:00pm – 1:30 pm CST**

**Register on  
[edge2learn.com](https://edge2learn.com)**

**John Sons**





Questions?

# From All of us at Edge2Learn

