

Join Us Now...



Managing to Lead!

Opportunities to Lead Each Day

© Copyright 2017. All rights reserved.

The Ellis Companies

Enhancing Employee and Customer Experience

Your industry partner for over 30 years

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

© Copyright 2017. All rights reserved.

Learner Dashboard – It's THIS Easy!

The screenshot shows the edge2learn Learner Dashboard. At the top, the logo 'edge2learn' is on the left, and a navigation bar contains 'Home', 'Course Library', 'Achievements', and 'Live Sessions'. Below the navigation bar, a welcome message reads 'Welcome, E2L Account Management'. A green callout box on the right says 'Easily view your course requirements and achievements'. The dashboard features four circular progress indicators: 'To do' with the number 3, 'Overdue' with the number 1, 'Completed' with the number 0, and a 'Login Week Streak' of 13. A 'Total 3' label is positioned below these indicators. A green callout on the left says 'Launch training from your Dashboard'. Below the indicators, there are tabs for 'All', 'In Progress', 'Overdue', and 'Not Started'. The 'All' tab is selected, showing three course cards: 'E2L: Fair Housing Series' (Overdue Sep 29, 2017), 'E2L: Customer Service Series for Maintenance' (Due Oct 6, 2017), and 'E2L: Leasing Series' (Due Mar 21, 2018). A 'News' section on the right displays a message: 'We welcome Kim Smith, our new Community Director at Willow Glen!'. A green callout on the right says 'Company Announcements display in your news feed'.

edge2learn

Home Course Library Achievements Live Sessions

Welcome, E2L Account Management

Easily view your course requirements and achievements

To do 3

Overdue 1

Completed 0

13 Login Week Streak

Total 3

Launch training from your Dashboard

All In Progress Overdue Not Started

RENTAL AGREEMENT

E2L: Fair Housing Series
Overdue Sep 29, 2017

E2L: Customer Service Series for Maintenance
Due Oct 6, 2017

E2L: Leasing Series
Due Mar 21, 2018

News

We welcome Kim Smith, our new Community Director at Willow Glen!

Company Announcements display in your news feed

info@edge2learn.com | edge2learn.com

© Copyright 2017. All rights reserved.

Thank you for joining us today!

Want to learn more?



Danielle Walker
Director of Sales & Marketing
Ellis Partners in Management Solutions
Edge2Learn
dwalker@epmsonline.com
847-707-2472

Facebook.com/EllisManagementSolutions
Twitter.com/EPMSOnline

Facebook.com/Edge2Learn
Twitter.com/Edge2Learn

© Copyright 2017. All rights reserved.

Join Us Now...



Managing to Lead!

Opportunities to Lead Each Day

© Copyright 2017. All rights reserved.

MEET YOUR SPEAKER

Susan Weston



- Susan has operated The Susan Weston Company since 2010, consulting and training in the multifamily industry.
- She has over 30 years in executive capacities in Operations, Human Resources and Learning & Development.
- Susan is a Certified Apartment Manager and a Certified Apartment Portfolio Supervisor
- She is a Subject Matter Expert for the National Apartment Association Education Institute and a member of NAAEI Senior Faculty.
- Susan is also a licensed Texas real estate broker.
- Fun Fact

Managing to Lead



The Essence of Leadership in Management

© Copyright 2017. All rights reserved.

HOW DO WE VIEW LEADERSHIP?

MANAGER VS LEADER

MANAGERS

“Do things right”

Focus on things

Maintain stability

Organize, control, direct

Technical perspective

Solve problems

Make assignments

LEADERS

“Do the right things”

Focus on people

Create vision

Motivate, inspire, clarify

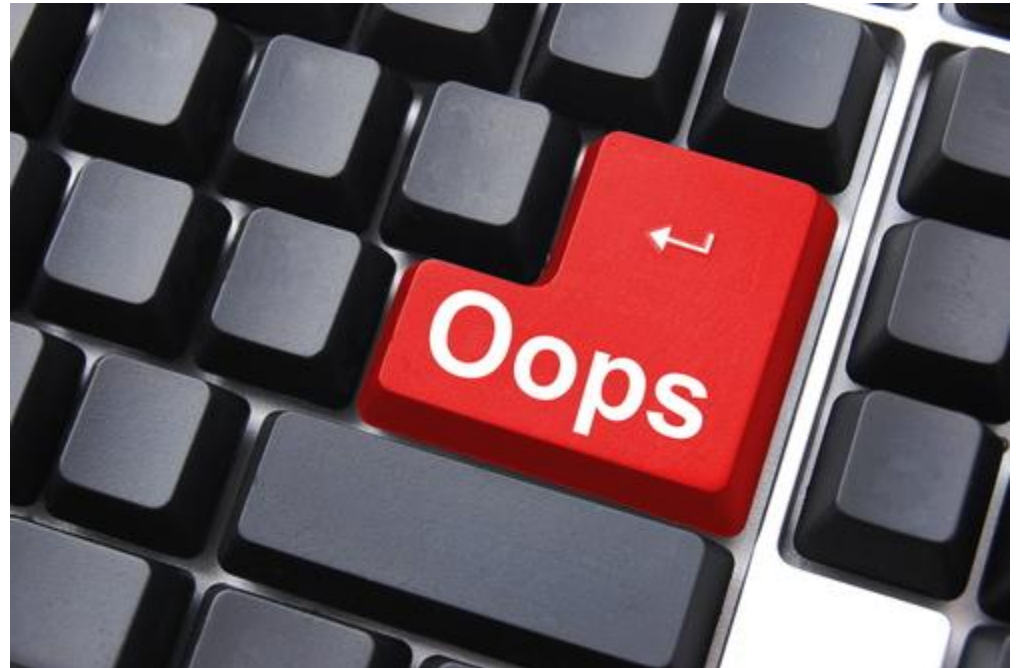
Developmental perspective

Offer resources & information

Establish principles & boundaries

Eight Classic Mistakes Managers Make

- Failing to Act
- Mishandling Change
- Neglecting the Staff
- Failing People Problems



© Copyright 2017. All rights reserved.

Eight Classic Mistakes Managers Make

- Promoting Incorrectly
- Over Managing
- Encouraging Burnout
- Ignorance and Arrogance



© Copyright 2017. All rights reserved.

Today's Changing Focus



© Copyright 2017. All rights reserved.

6 Moves You Must Make!



© Copyright 2017. All rights reserved.

Manage Weaknesses & Build Strengths

- Do what you do best every day
- Coach on strengths
- Weaknesses?



© Copyright 2017. All rights reserved.

Hire Better

- Recruit and Hire better
- Interview for behaviors
- Company Fit?



© Copyright 2017. All rights reserved.

Practice Strategic Firing

- Eliminate Houseplants and Living Dead
- Build Morale
- Wrong Person or Wrong Job?



© Copyright 2017. All rights reserved.

Generational Differences are Real!

- ❑ One size does not fit all
- ❑ Mind your own set of expectations
- ❑ Manage the “clash points”



© Copyright 2017. All rights reserved.

Encourage Peak Performance

- ❖ End “fear of failing” and “fear of change”

- ❖ Build confidence

- ❖ Focus forward



© Copyright 2017. All rights reserved.

Hold Yourself to the Highest Standards

- People leave Bosses
- Who's in the Mirror?
- It's "Showtime"!



© Copyright 2017. All rights reserved.

Idea Starters



© Copyright 2017. All rights reserved.

Learn Something New Together

*

Share When you Return

*

Your Weekly Learning List

*

Lunch with Guest Speakers

*

Build Peer to Peer Recognition

*

Ask Team What makes them Proud

*

Play “Complete the Sentence”

© Copyright 2017. All rights reserved.

A young boy with dark hair is shown from the back, flexing his back muscles. He is shirtless, and his arms are raised with his hands clenched into fists, mimicking a bodybuilder's pose. The background is a plain, light color.

Leadership is like a Muscle!

**It can be developed with exercise and gets stronger
with more use!**



Questions?



Upcoming Webinar



Presenter: Rick Ellis

*Leasemakers Part III
Demonstrating the Apartment
Showing Your Best Angles*

*Thursday, July 11, 2019
1:00 PM – 1:30 PM CT*

Register at www.epmsonline.com

Thank You for joining The Ellis Companies!

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



Danielle Walker
Director of Sales & Marketing
dwalker@epmsonline.com
847-707-2472

Facebook.com/EllisManagementSolutions
Twitter.com/EPMSOnline

Facebook.com/Edge2Learn
Twitter.com/Edge2Learn

© Copyright 2017. All rights reserved.