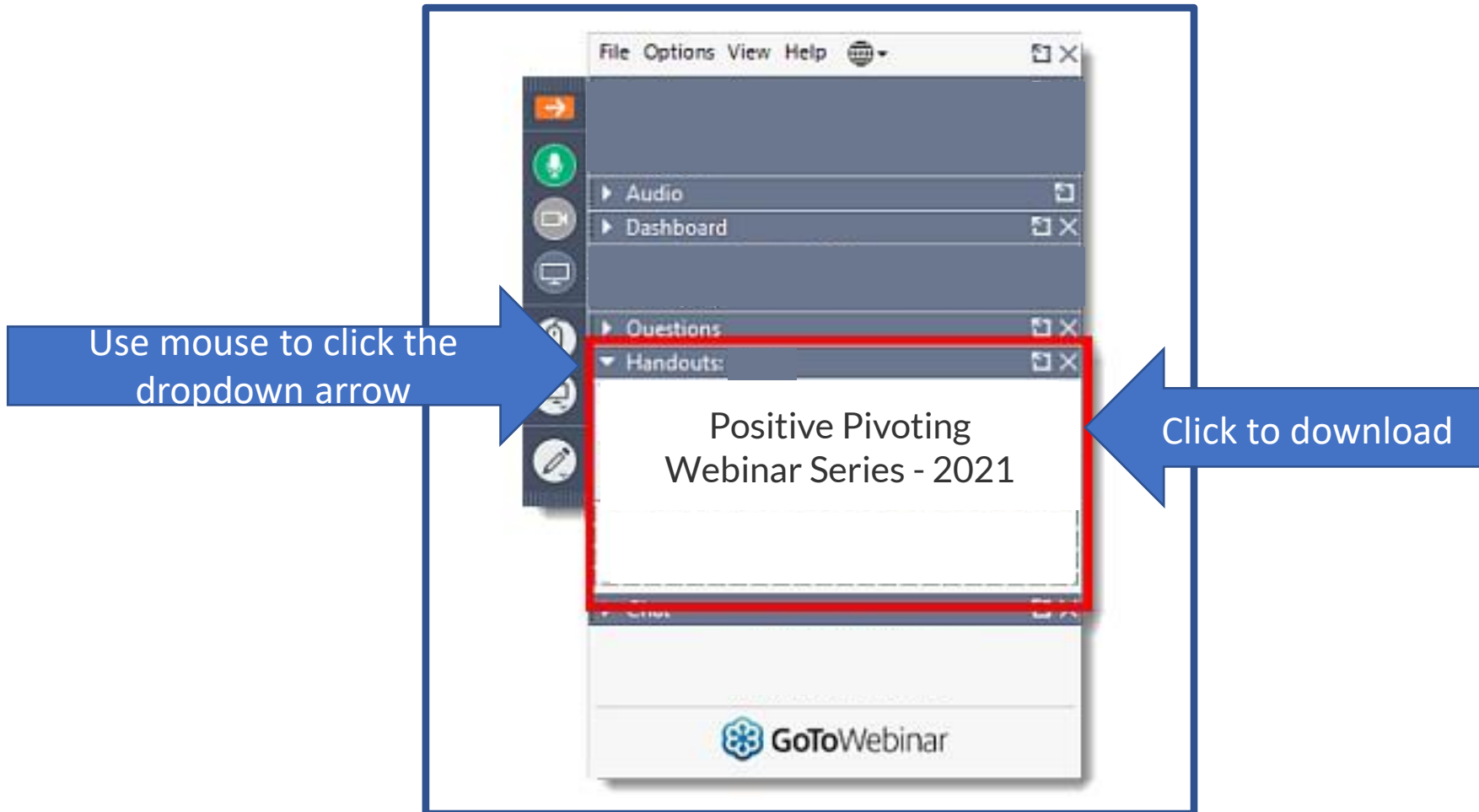


# Download Your Handout



# Welcome!

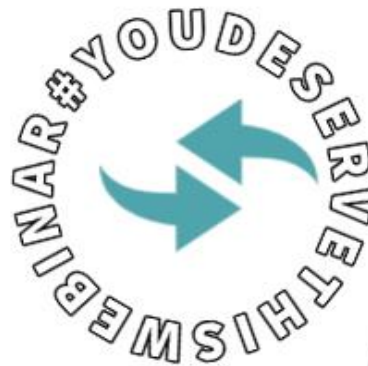
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edge2learn MANAGEMENT SOLUTIONS

**Presented by:**  
**Julie Doss**  
**Pam Pederson**



## Positive Pivoting

5 Keys to Deal  
with Change in Multifamily



*Your Webinar Today is Presented by Ellis, Partners and Edge2Learn*

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[www.epmsonline.com](http://www.epmsonline.com)

[www.edge2learn.com](http://www.edge2learn.com)

edge2learn

# Thank you for joining us today!

## Want to learn more?



Pam Pederson

Director of Engagement and Communications  
Edge2Learn

[ppederson@edge2learn.com](mailto:ppederson@edge2learn.com)



# Today's Presentation!





# Meet Your Speakers:

## Julie Doss

## Pam Pederson

- Julie oversees the education and training initiatives for the Gene B. Glick Company.
- She graduated from the Customer Experience Executive Academy and helps to lead her team to a customer service revolution.
- Pam has been in Multifamily since she began her career with HUD 35 years ago.
- Utilizing her compliance background, she facilitates training nationally with a passion to educate those who want to make Multifamily their career.





# Positive Pivoting

5 Keys to Deal with Change in Multifamily

# CHANGE

Julie Doss – Director, Training and Customer Experience  
Gene B. Click Company

Pam Pederson – Director of Engagement & Communications  
Edge2Learn



# Change Happens!



## LEASING



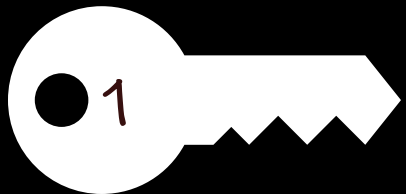
# Change Happens!



## LEASING

# Identifying What You Can and Cannot Control

**The realization of change**





# Identifying What You Can and Cannot Control

[Dashboard](#) [Content](#) [People](#) [Teams](#) [Reports](#)

[Courses](#) / [Glick: New Employee Orientation](#)



## Glick: New Employee Orientation ⓘ

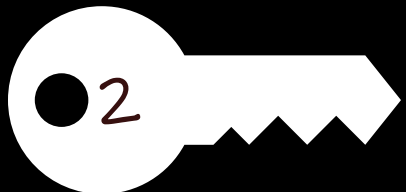
Welcome to the Glick Team! This course is designed to review the following aspects of the Gene B. Glick company: - Our Mission - Our Leadership - Our Customer Service Vision - Onboarding Training - Benefits

[Preview Course](#)



# Communicating the Buy-In

**Your plan of action needs to be communicated**



*"Even just a small buy-in from everyone can far outweigh the large investment of a few"*

# Communicating the Buy-In

## Enhance Every Experience

Always wear maintenance shoe covers every time you're in a resident's home.

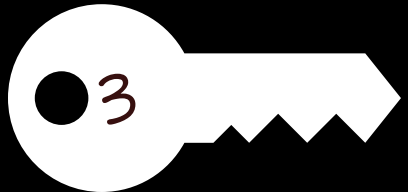


**THE HUDDLE SHUFFLE**



# Understanding How to Use Imaginary Hindsight

**Imagine that you've already succeeded**





# Understanding How to Use Imaginary Hindsight



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*

## Leasing Strategies

### e-Learning



SIGHT-UNSEEN  
LEASING

### e-Learning



PRERECORDED  
VIRTUAL TOURS

### e-Learning



LIVE STREAMING  
VIDEO TOURS

### e-Learning



SELF-GUIDED  
TOURS

### Webinars



VIRTUAL LEASING  
DURING THE COVID-19  
PANDEMIC

### Webinars



EVERYTHING YOU NEED TO  
GET STARTED WITH  
VIRTUAL LEASING

### Webinars



FOLLOW UP FOR  
VIRTUAL LEASING

### Video Tips



VIRTUAL  
LEASING

### Infographics



VIRTUAL TOURS  
INTRODUCTION

### Infographics



SIGHT-UNSEEN  
LEASING

### Infographics



VIRTUAL LEASING  
FOLLOW UP

### Blogs



3 APPROACHES FOR  
VIRTUAL LEASING

# Understanding How to Use Imaginary Hindsight

## Webinars

NEW!



STATE TRAINING AND PREVENTION  
PLAN REQUIREMENTS

Provided by:

CLEAR LAW INSTITUTE

## Covid-19 Planning

### Webinars



STATE TRAINING AND PREVENTION  
PLAN REQUIREMENTS

Provided by:

CLEAR LAW INSTITUTE

### Webinars



REOPENING WORKPLACE  
DURING & AFTER COVID-19

### Infographics



LEGAL  
CONSIDERATIONS

### Infographics



COVID-19  
MAKE A PLAN

# Understanding How to Use Imaginary Hindsight

## Working From Home

### Webinars



NAVIGATING WORK,  
PARENTING AND  
HOME EDUCATION

### Video Tips



WORKING  
FROM HOME

### Blogs



5 WAYS TO NAVIGATE  
WORK, PARENTING,  
AND HOME EDUCATION

## Other Resources

### Webinars



MANAGING  
STRESS  
LIKE A BOSS

### Video Tips



MOTIVATIONAL

### Video Tips



HOMESCHOOLING  
TIPS

JULIE  
DOSS





# Cultivating the Strength of Persistence

**It's all about follow-up**



# Cultivating the Strength of Persistence



Team #1- 57 points



Team #5



Team #2- 40 points



Team #6



Team #1

VS



Team #7

Friday- Game Time 9:30 AM



Team #2

VS



Team #4



# Cultivating the Strength of Persistence

---





# Cultivating the Strength of Persistence

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# Cultivating the Strength of Persistence

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# Celebrating the Victories

**Even the small ones!**



# Celebrating the Victories

Tyler and Peter

Congratulations on 2 perfect "10" Turner work order surveys!  
You guys do a terrific job and this is a reflection of that.

Keep up the good work!





# Celebrating the Victories



## High Five

— “ —

Lonny and Joe made a connection with the Archers Pointe maintenance team on a whole new level Wednesday. They showed up with their shovels and contagious optimism to help the Archers Pointe maintenance team finish the snow removal. Archers Pointe has been without 2 of their maintenance team members for a month now. With back to back snow falls Chad and Jared never missed a beat but had worked 14-15hr days ensuring the residents safety! Without asking Joe and Lonny could empathize with the Archers team and delivered a stellar snow removal performance! These RMMs went above and beyond to show that at Glick we are a TEAM and TOGETHER we can accomplish anything! Thanks guys!

— ” —



# Celebrating the Victories

Bethany Bauer – Wednesday at 05:01 PM

We had a local church reach out and offer a fun donation of chocolate milk to Hickory Village! So [Jennifer](#) and I loaded up our cars and packed as many cases of Fairlife chocolate milk as we could. A little choccy milk for a dreary Wednesday put a smile on everyone's face! Shout out to [Kolin](#) for busting out the big guns with the dolly.

cc: Jennifer and Kolin







# Celebrating the Victories



Celebrating  
the Victories



The  
Share  
Circle





## Upcoming Webinars 2021

**Up Next: 4/22/21 at 1:00 PM CST**

**Improving Communication & Tone—**

**The 4 Agreements**

***With Alisha & Michael Leytem***

**Register:**

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

**[epmsonline.com](https://epmsonline.com)**



Questions?

# From All of Us at Ellis and Edge2Learn

