

Join Us Now...



Deadweight or Superstar? The Secrets of Developing High-Performance Employees!

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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

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Thank you for joining us today!

Want to learn more?



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MEET YOUR SPEAKER

Rommel Anacan



- Rommel is the president of The Relationship Difference in Orange County, CA.
- He has experience at all levels of the multi-housing industry, onsite to corporate.
- He has earned a reputation in the industry for solving challenges in the most uncommon ways.
- He is known as “The Connection Expert” and his “Win With People” message has a powerful impact on communication, sales and customer service.
- A fun fact about Rommel is that his family does a themed-costume dress up for Halloween...

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Welcome to Stars Hollow!

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DID YOU KNOW?
70% of employees are disengaged at work?

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The National Employee Turnover Rate is 19%
The Multifamily Turnover Rate is 39%

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KEEP
CALM
AND
FIRE THEM
ALL

**While we don't want
everyone to leave...**



I WORKED HARD TO GET A JOB

AND THEY EXPECT ME TO WORK

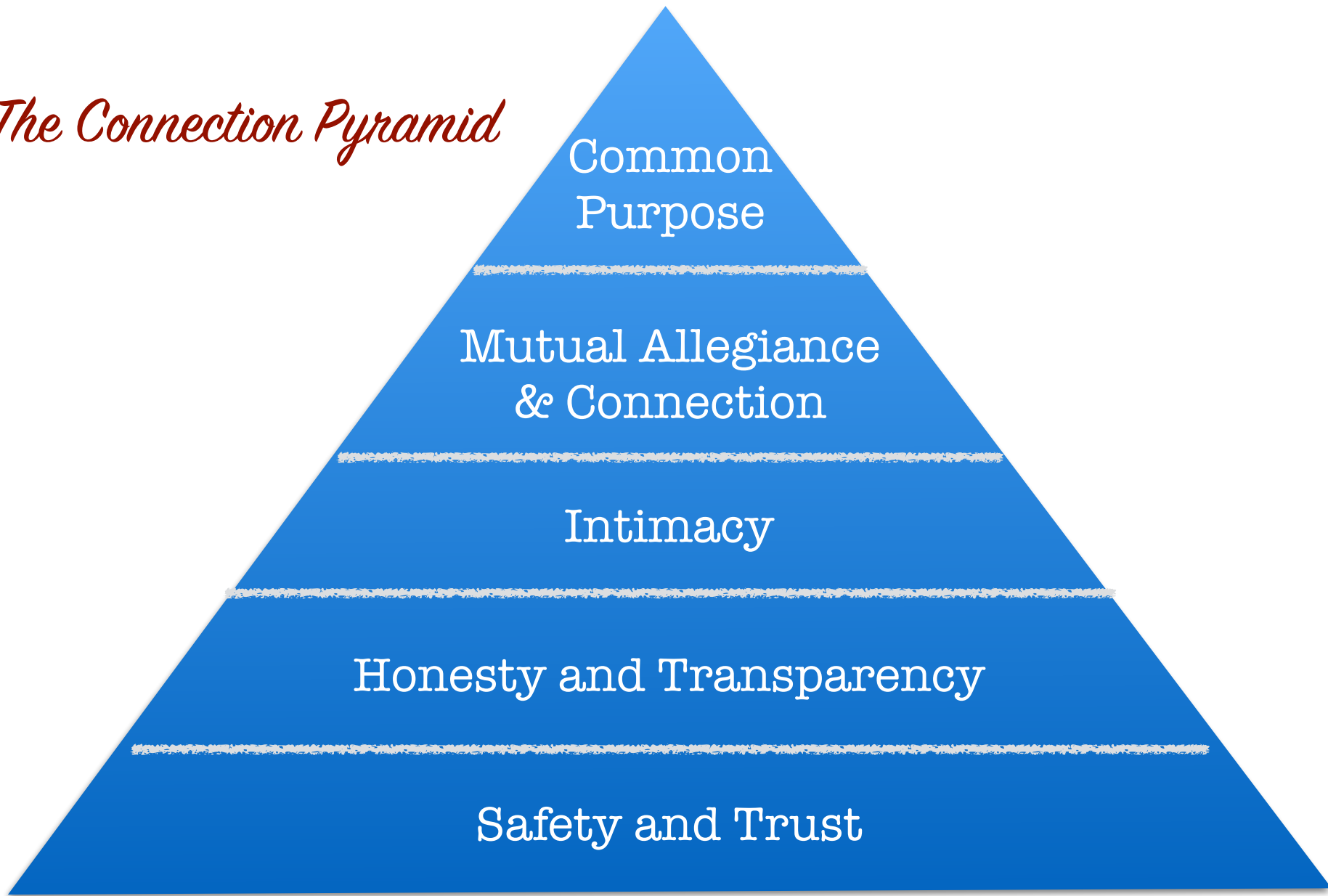
memecrunch.com

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The challenge that leaders face...

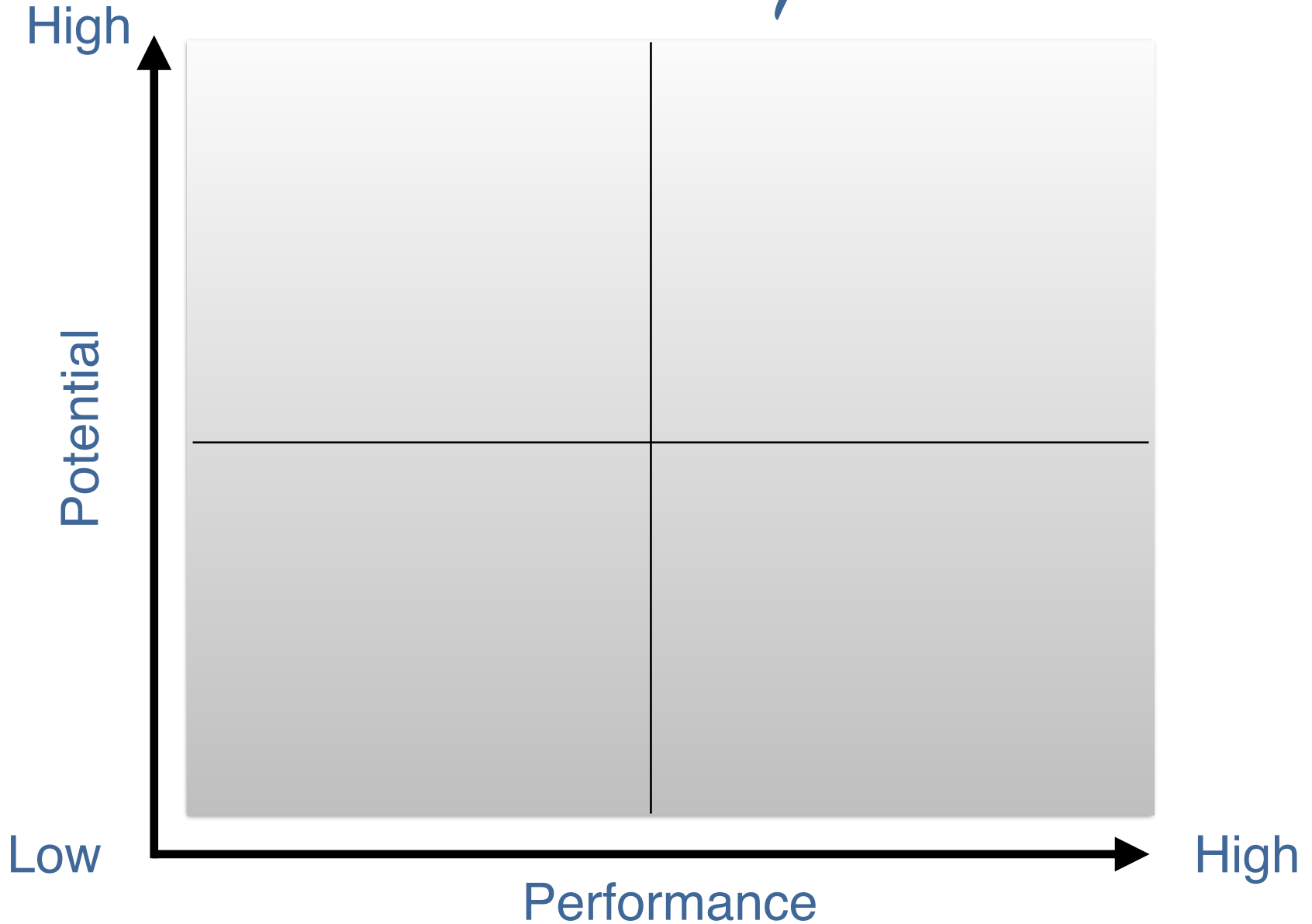


The Connection Pyramid



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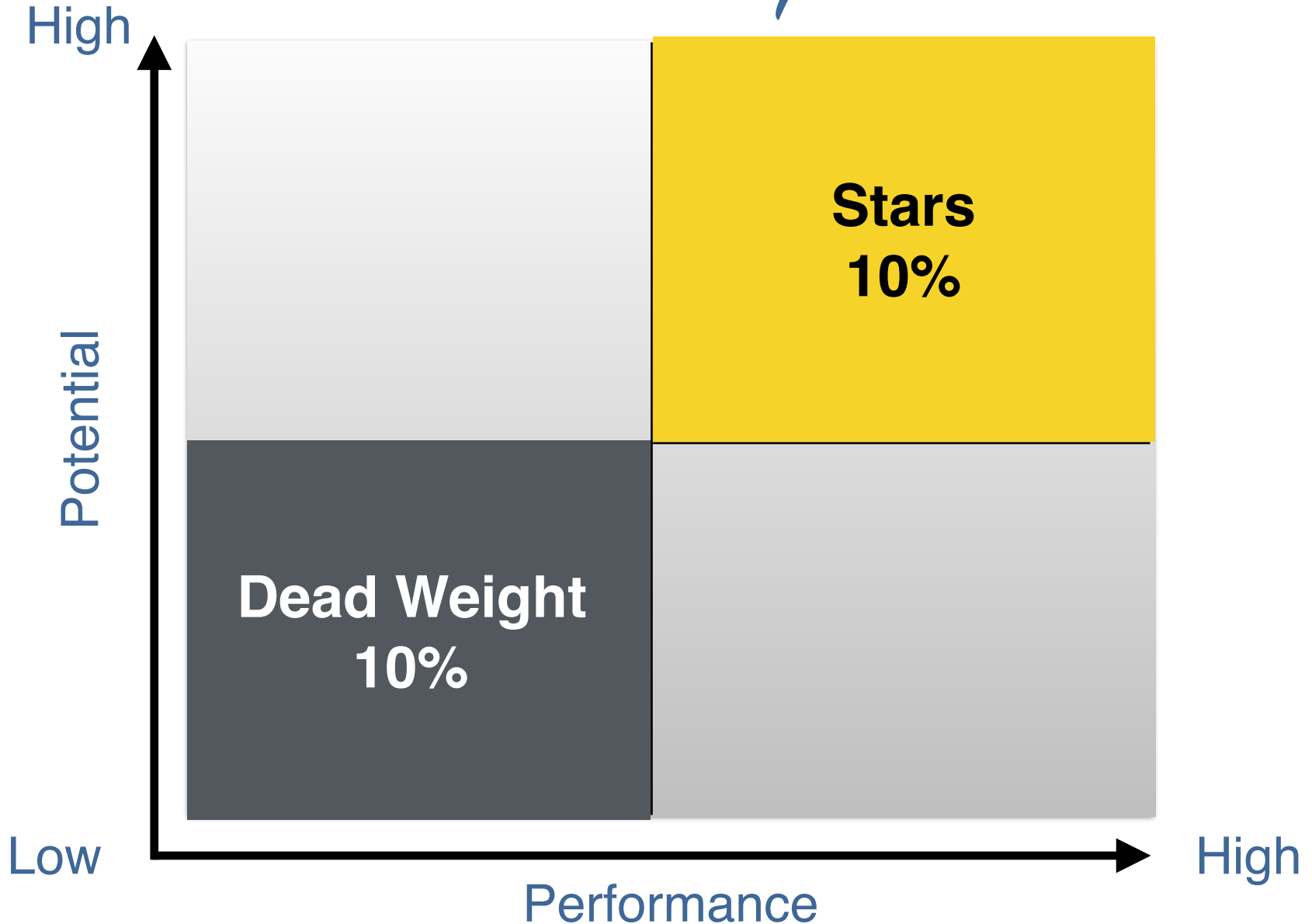
The Leadership Cube



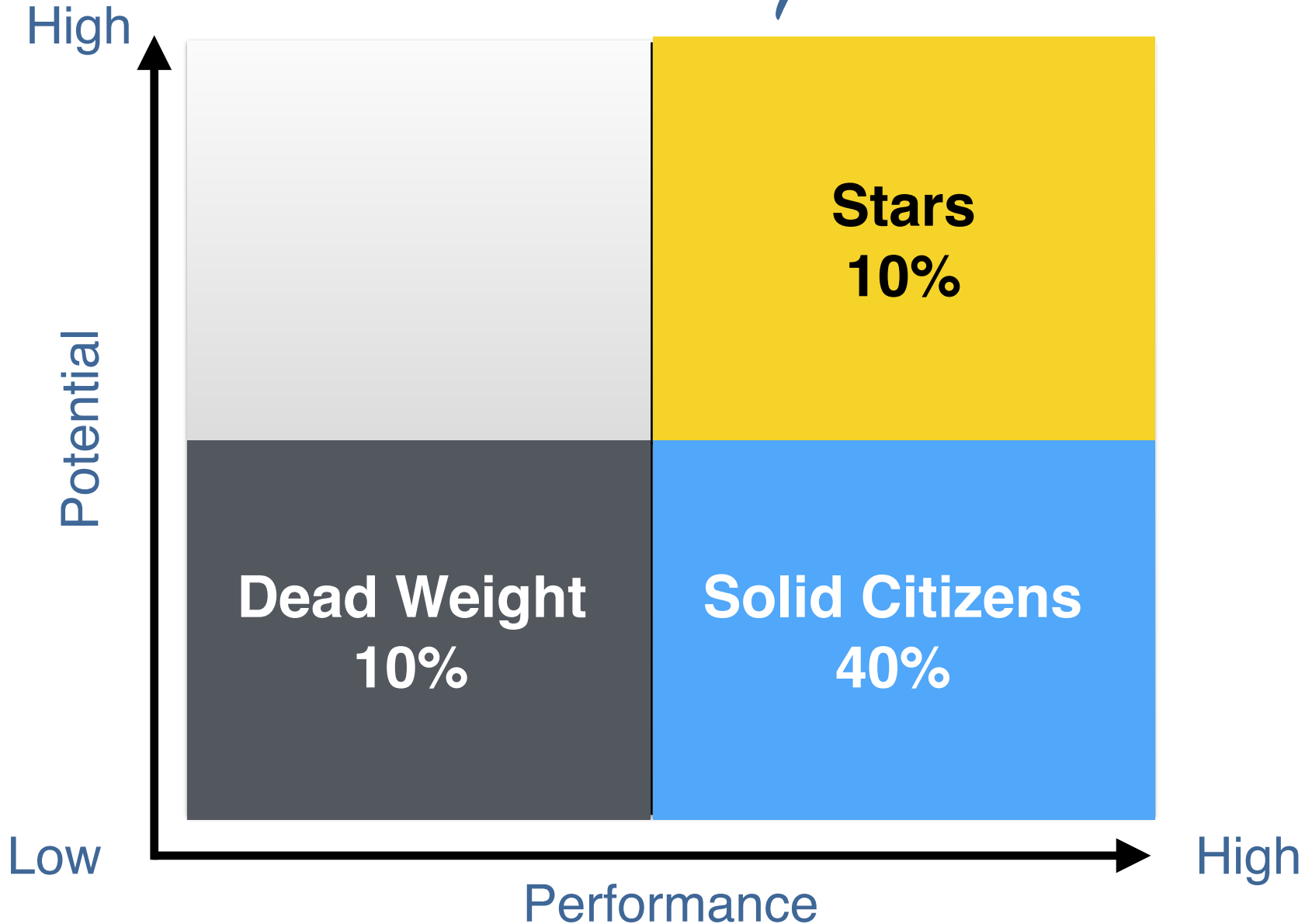
The Leadership Cube



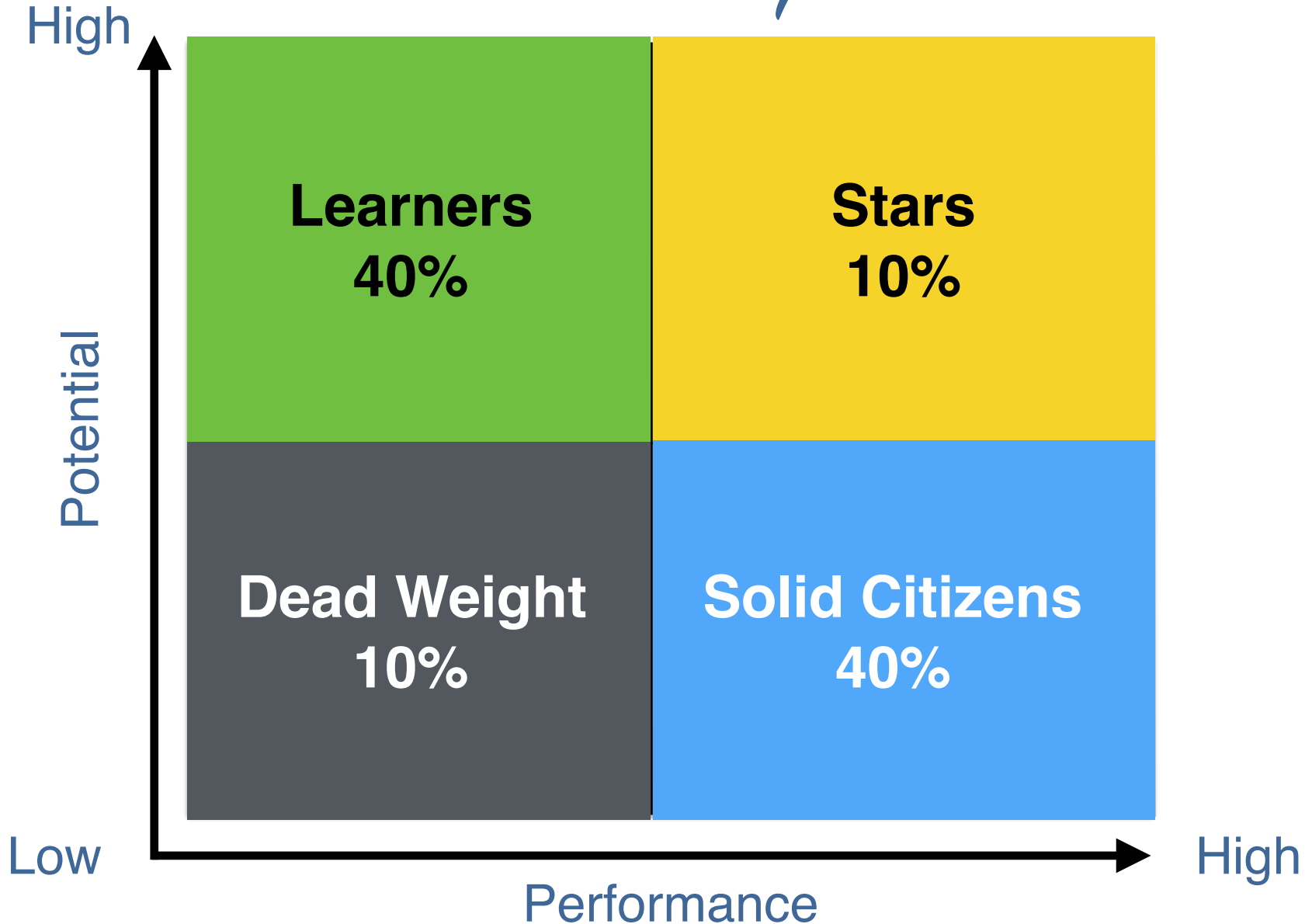
The Leadership Cube



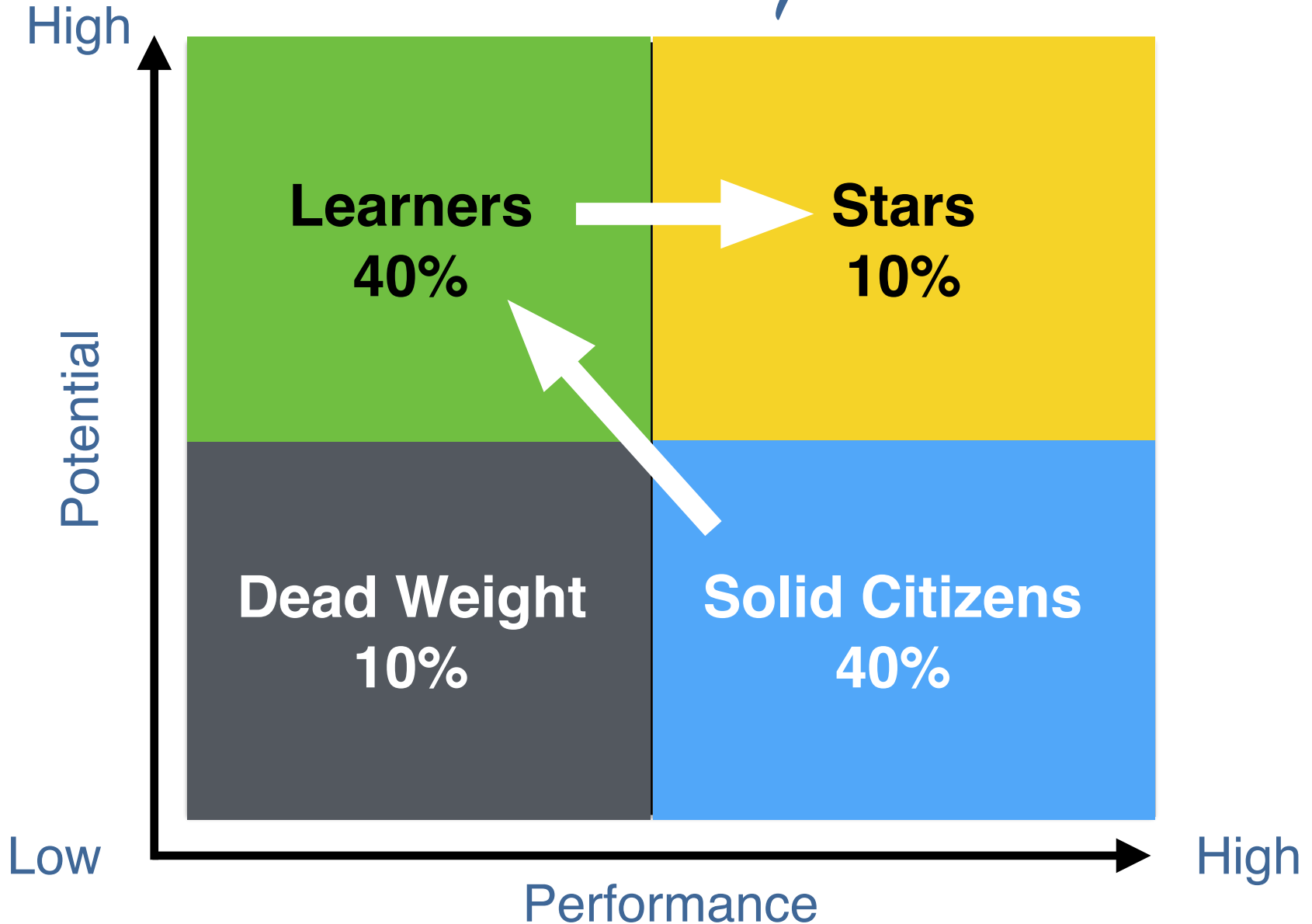
The Leadership Cube



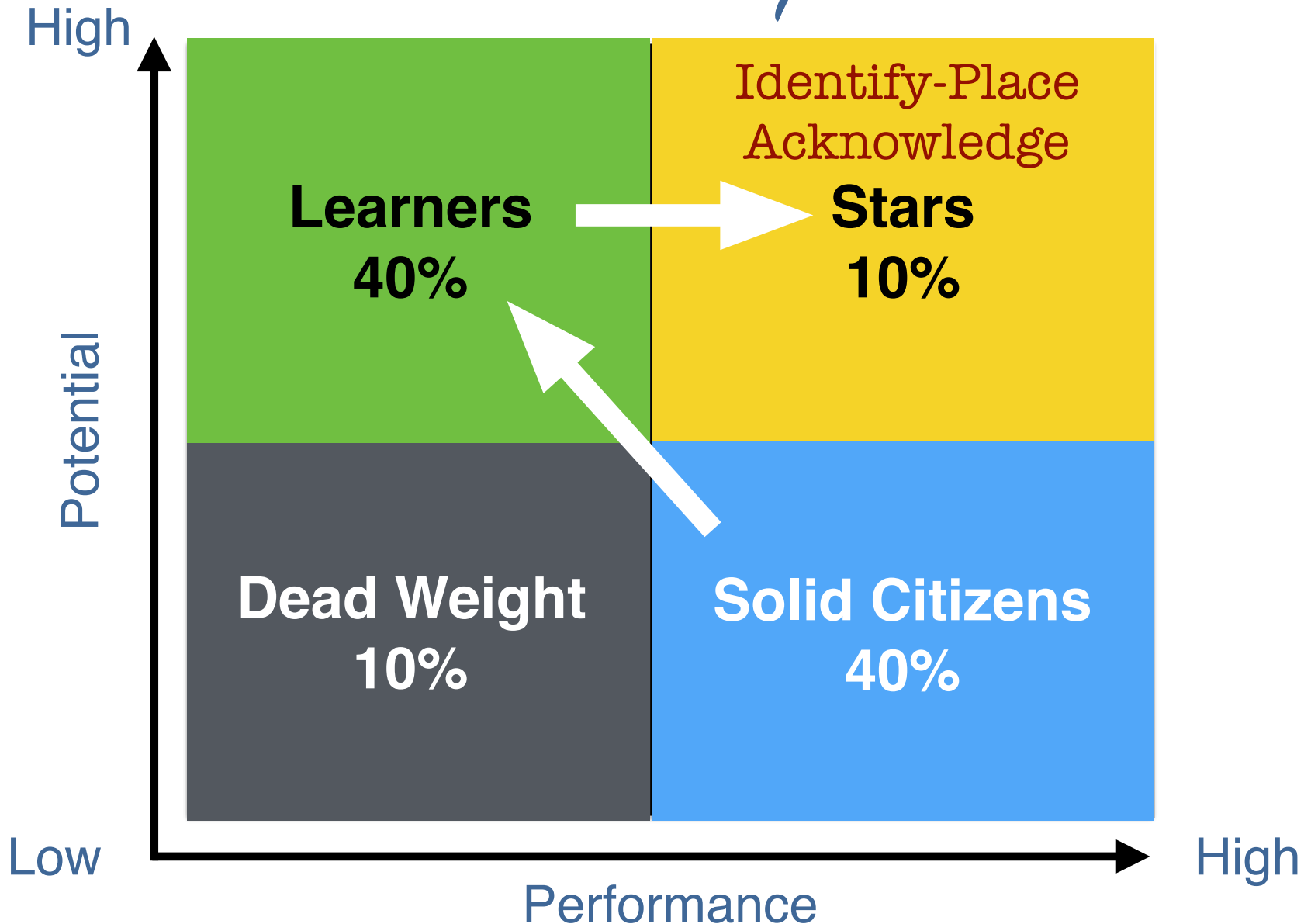
The Leadership Cube



The Leadership Cube



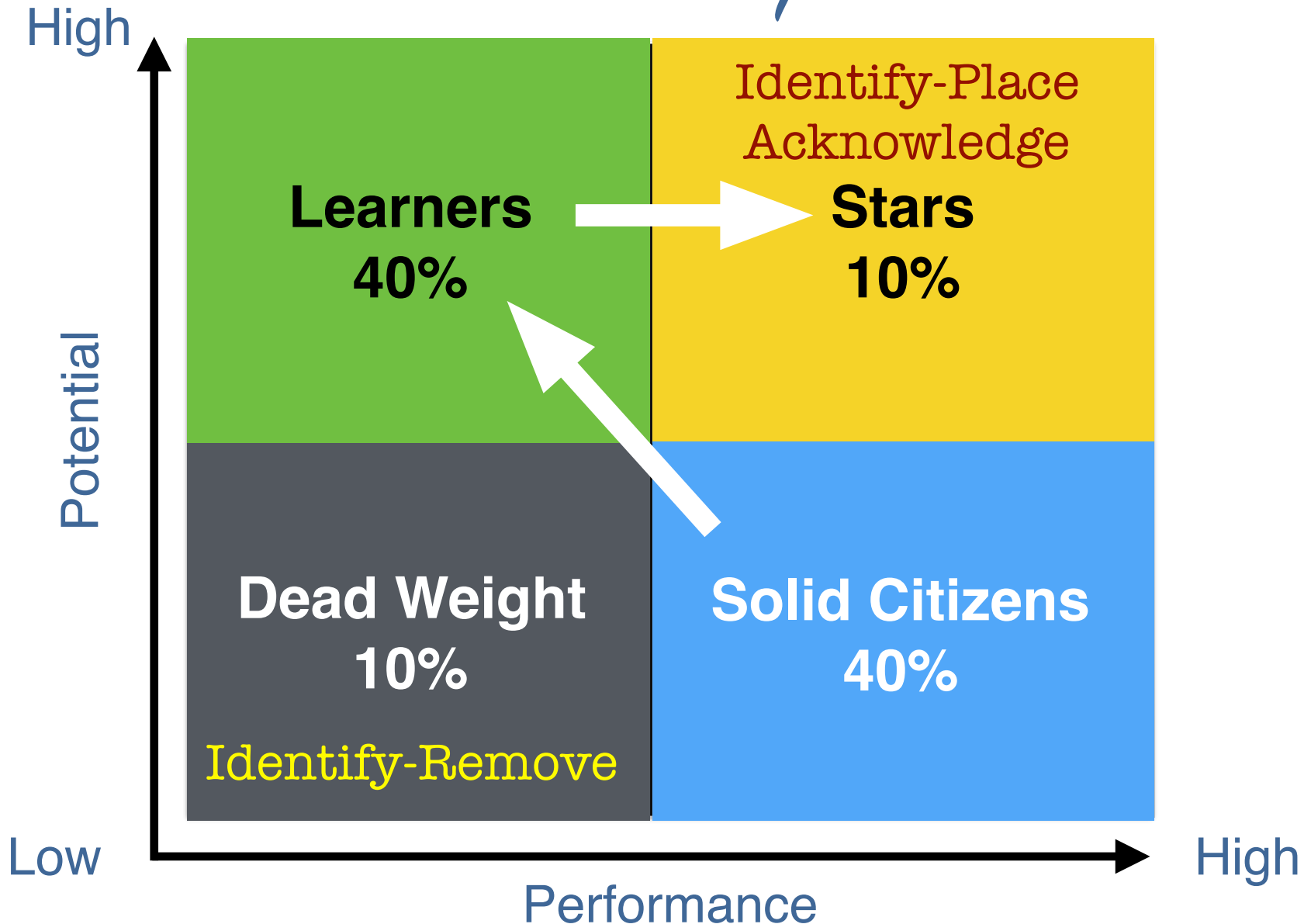
The Leadership Cube





You my friend, are a star!

The Leadership Cube

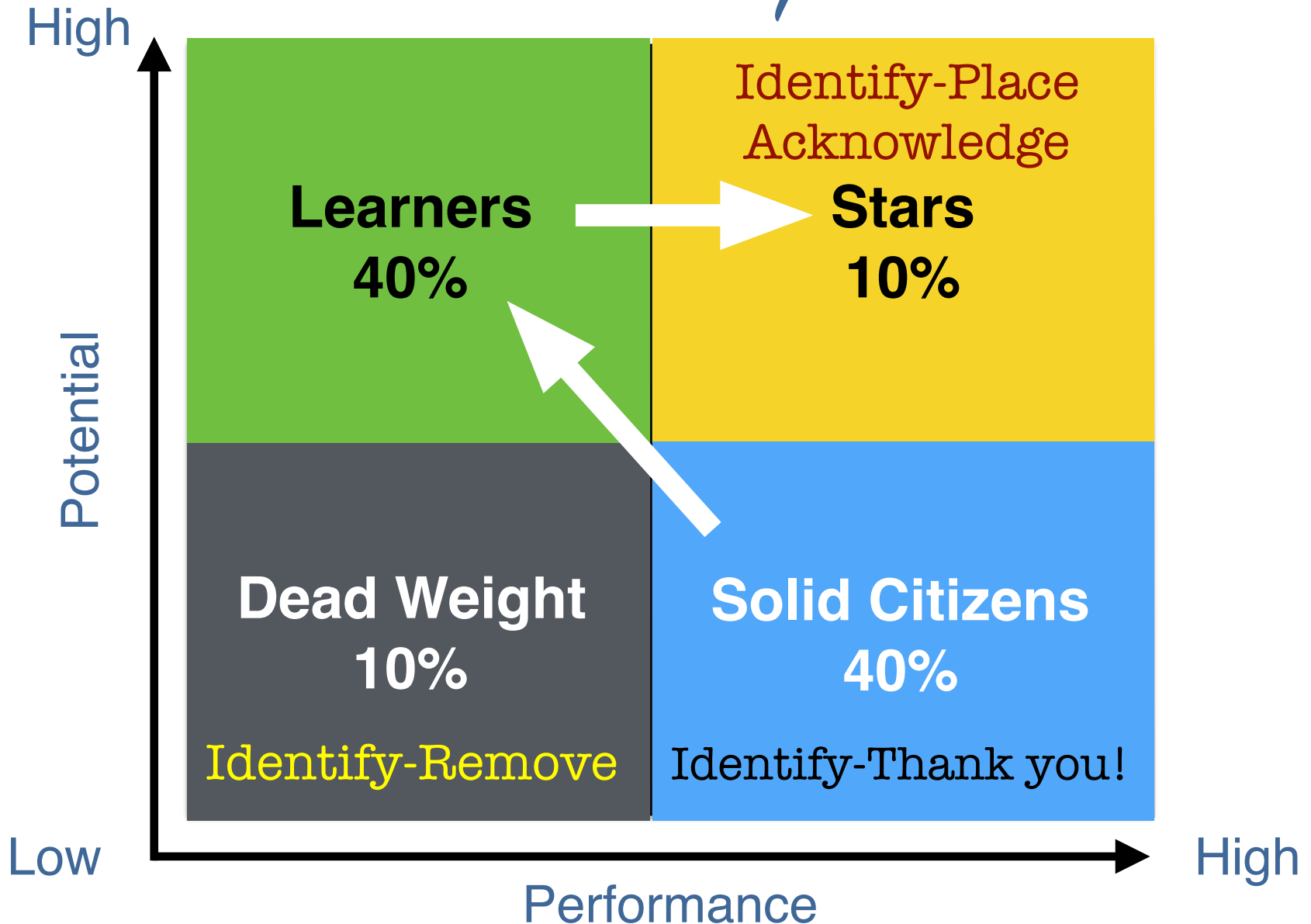


Dead Weight

- They don't think their dead weight do they?
- Set and Enforce the Standard... Quantifiably and Objectively
 - *This is where you are*
 - *This is where I need you to be*
 - *This is when you need to be there by*
 - *What happens if you don't*



The Leadership Cube



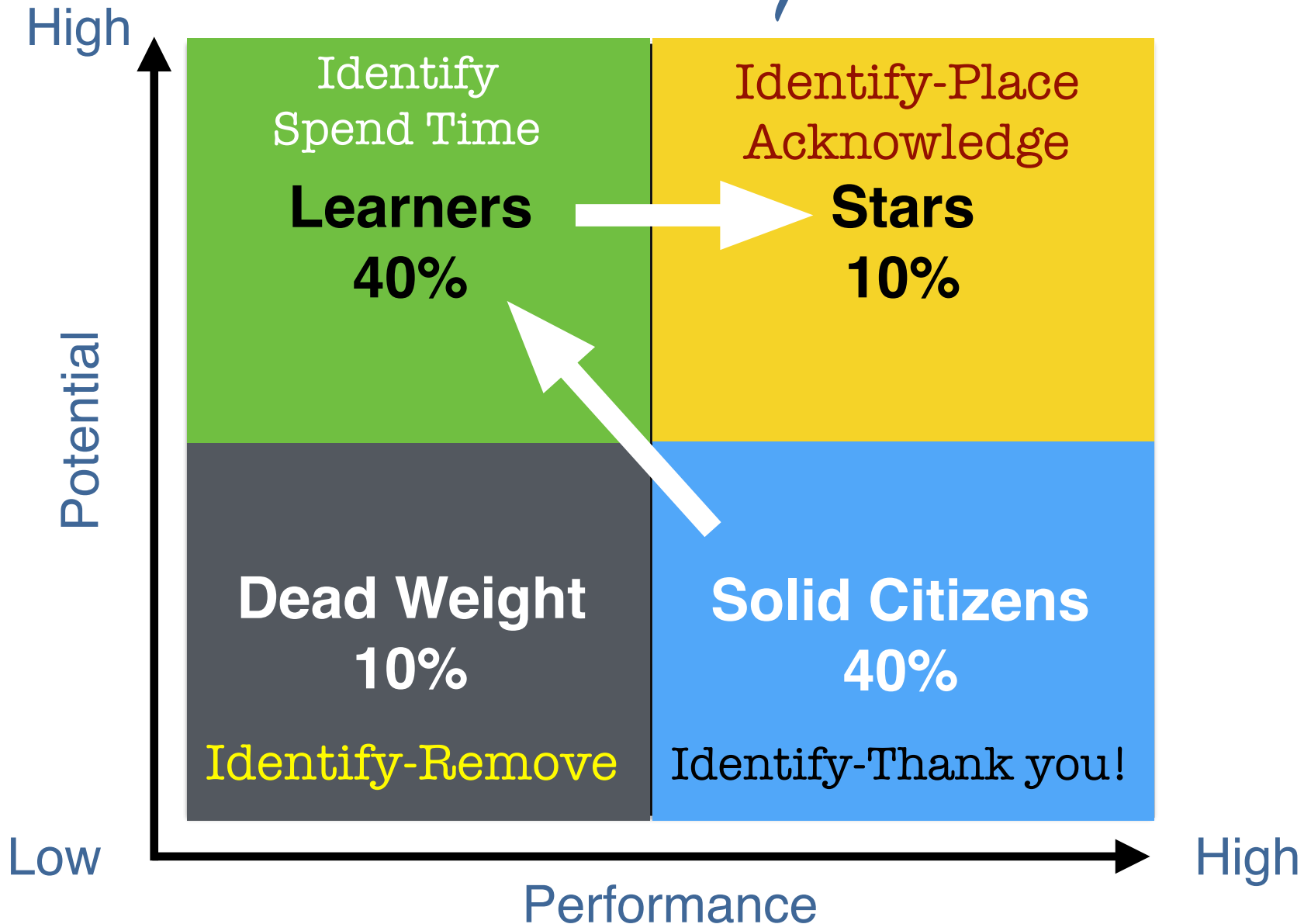
Solid Citizens





Set goals wisely!

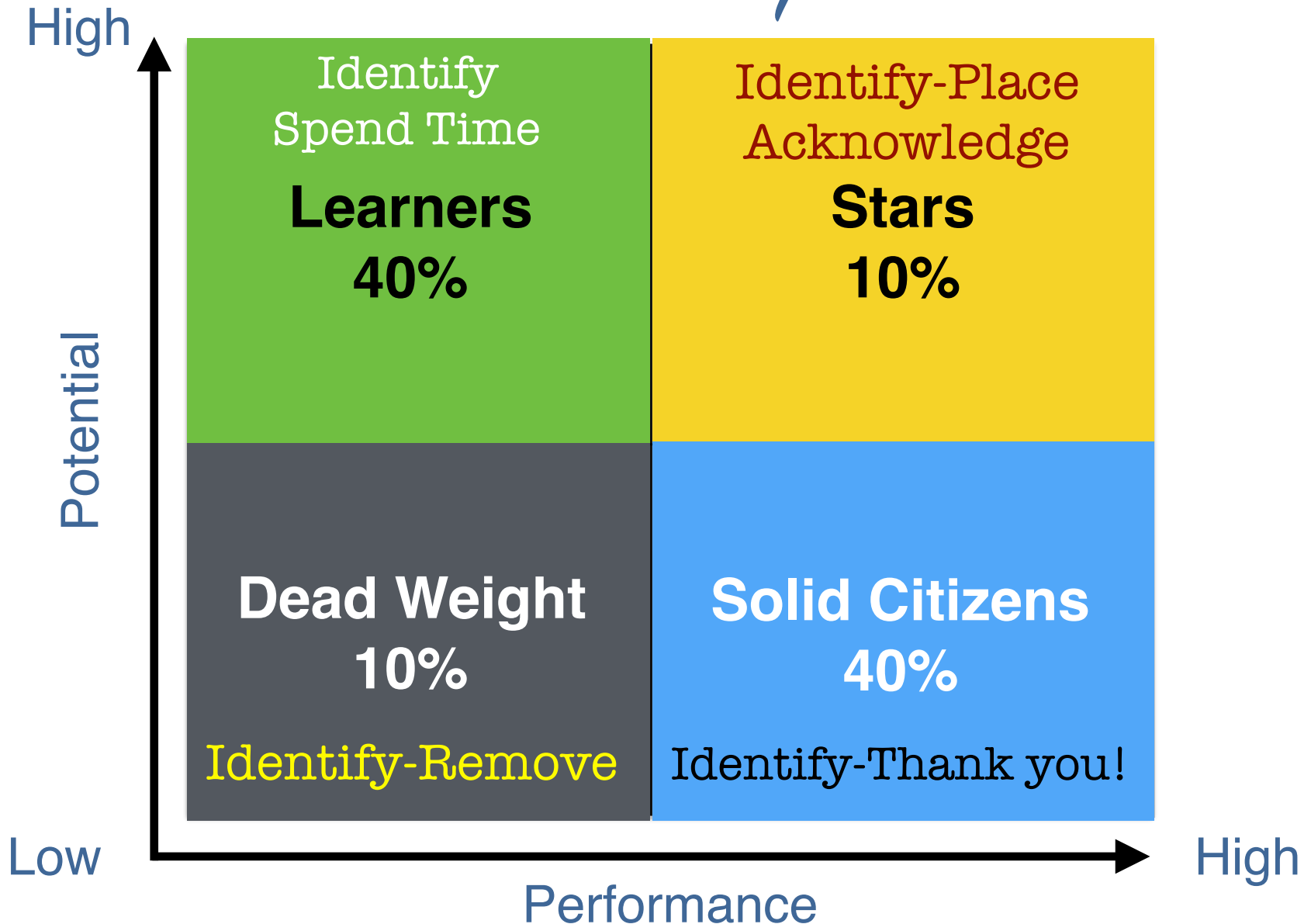
The Leadership Cube



Learners need your time!



The Leadership Cube





*Identify where your people are...
and where YOU are too!*



Find time to connect...



Provide appropriate feedback!



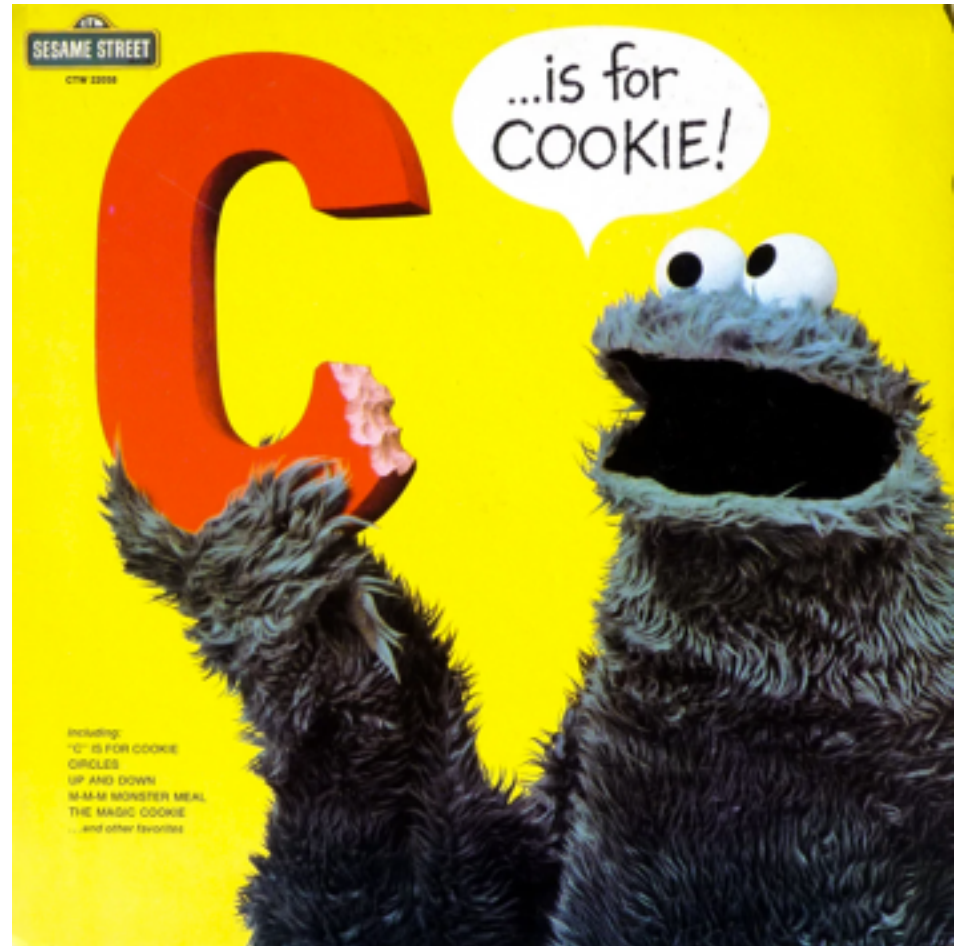
Create a game plan



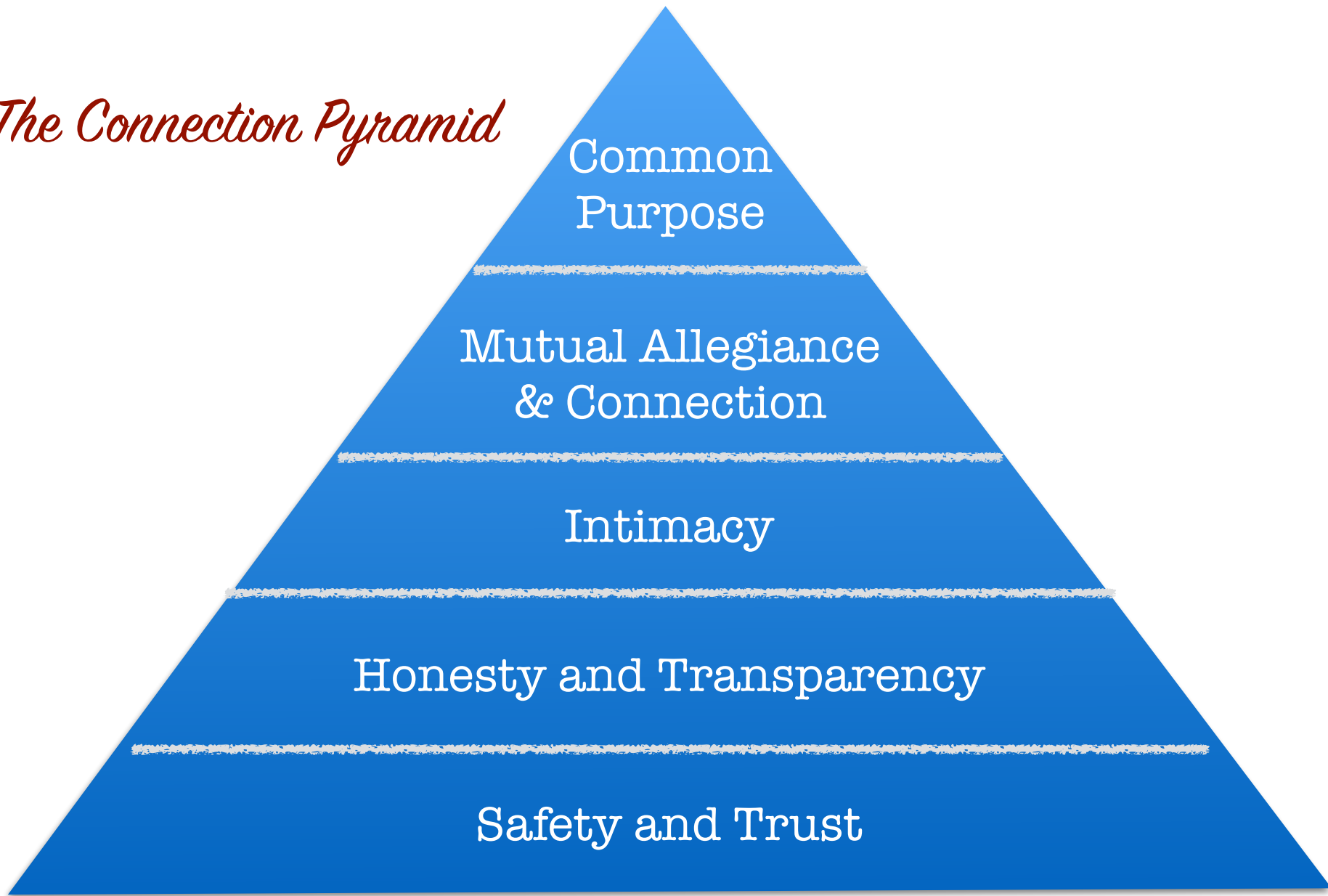
Doesn't work on people!!

*Connect
Critique
Coach*

Connect (again and again)



The Connection Pyramid



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i'm not telling
you it is going to
be easy, i'm
telling you it's
going to be
worth it.

#Truth



Questions?

Upcoming Webinar



Are You Retaining Your Residents?

*October 12, 2017
1:00 PM – 1:30 PM CT*

Register at www.epmsonline.com

Presenter: Misty Sanford

Thank You for joining The Ellis Companies!

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