

# Join Us Now...



## 6 Competencies you need Now!

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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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# Join Us Now...



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# MEET YOUR SPEAKER

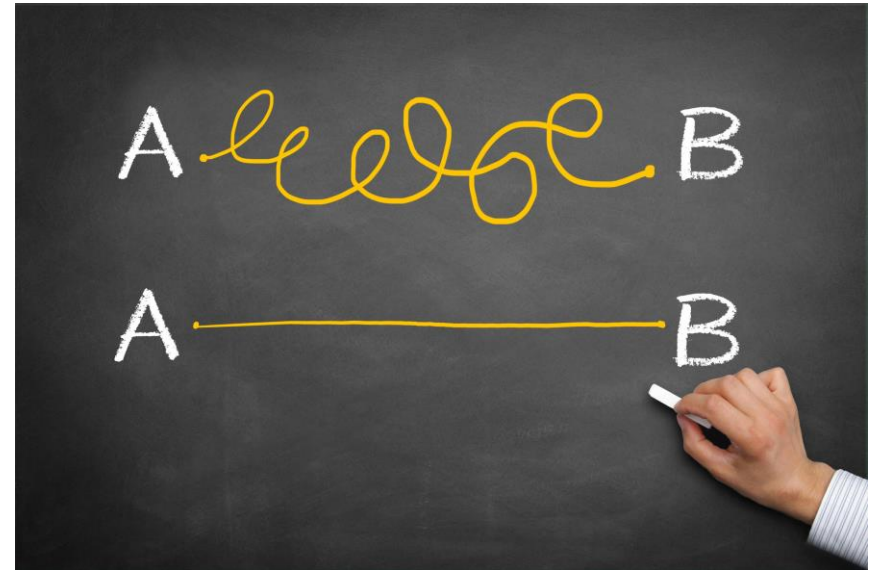
## Susan Weston



- 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
- Certified Apartment Portfolio Supervisor
- Subject Matter Expert for the National Apartment Association Education Institute
- A member of NAAEI Senior Faculty and a licensed Texas real estate broker.
- Fun Fact

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**What got you  
Here might not  
get you There!**



**6 Competencies you need Now!**

Thursday, November 16, 2017 Webinar

**FACT**

**“NEARLY 60% OF FRONTLINE MANAGERS UNDERPERFORM DURING THEIR FIRST 2 YEARS.”**

Corporate Executive Board

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# Today's Managers are Often Placed

- Due to **likeability**
- Due to **longevity**
- Due to **property transitions**
- Without **clear expectations**
- Without **clear directives**
- Without **training, mentoring or modeling**
- And **set up to fail**



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**Are you a new Manager or a Seasoned Manager that may not have invested in building your own Skills?**

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# 6 Reasons why Managers often Fail



Problems in any of these areas can contribute to your downfall – or stop your career growth in its tracks!

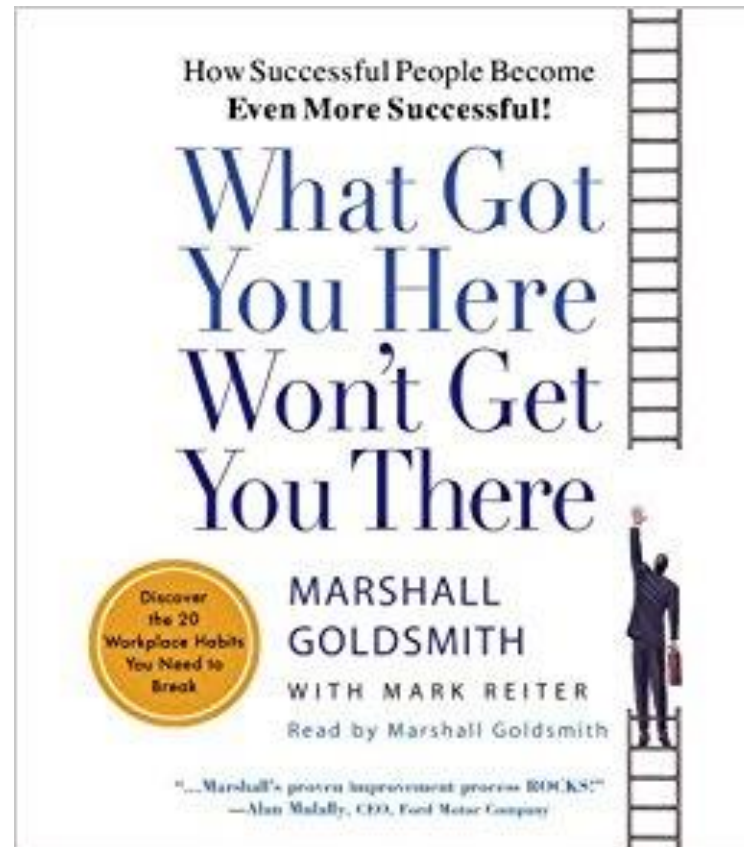
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1. People and Project Management
2. Relationships
3. Integrity
4. Communication
5. Decision Making
6. Ethics



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# No Matter How or When you Became a Manager



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# Let's Focus on Your Success!



## 6 Essential Competencies you need Now!

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# 1. Be Aware and Prepared



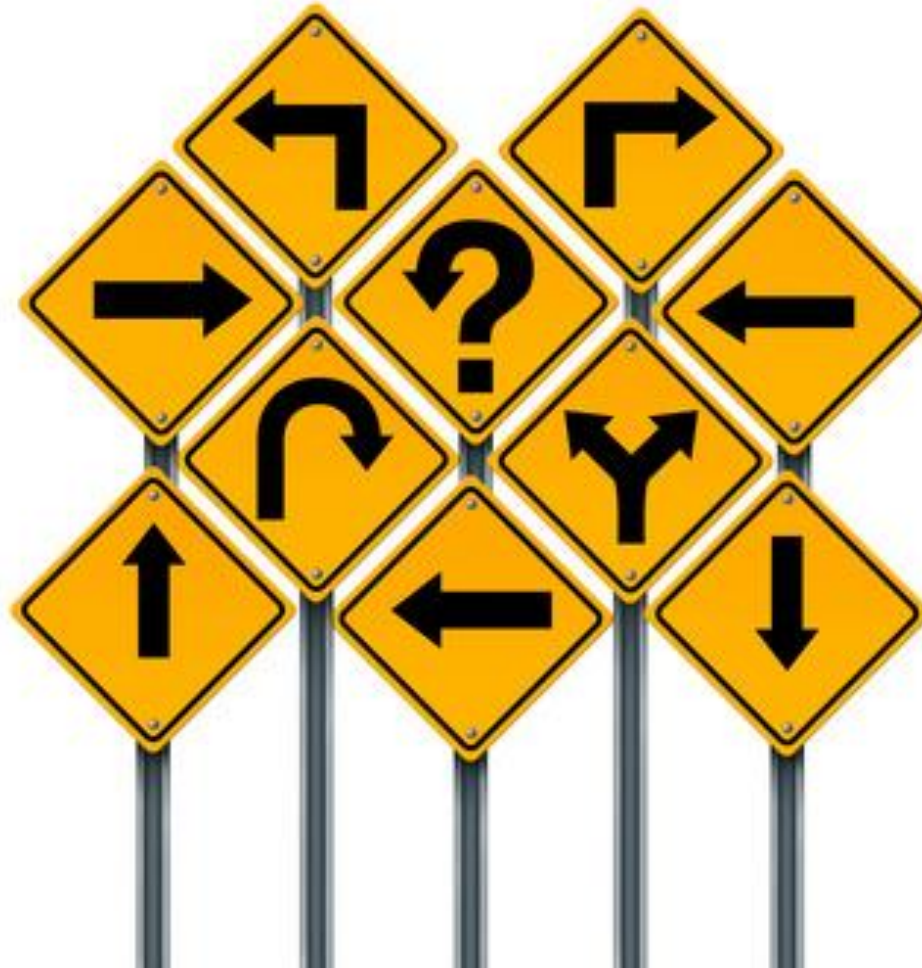
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## 2. Be Coachable



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# 3. Have Clarity of Direction



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# 4. Communicate Often



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# 5. Develop your own Relationships



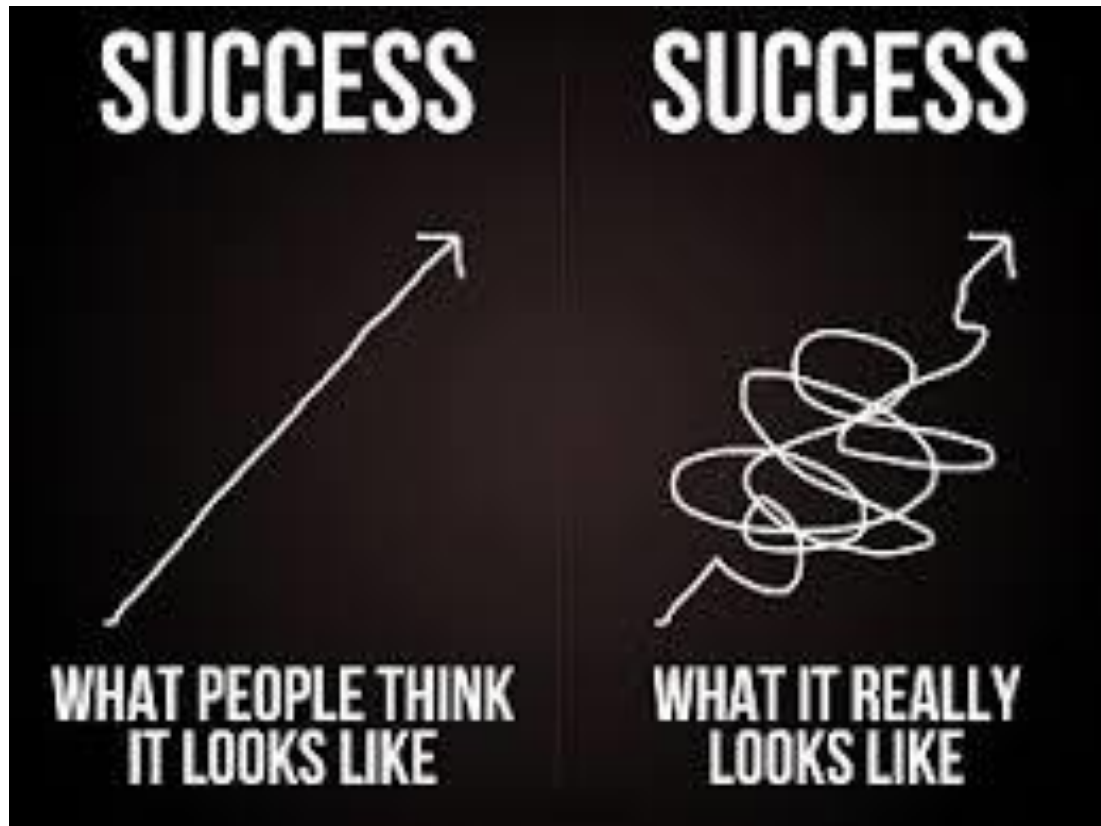
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# 6. Welcome Feedback



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# This is an Ongoing Process!!



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**Questions?**



# Upcoming Webinar



Presenter: Rommel Anacan

## How to Have a Great Relationship with Your Boss

*Thursday, December 14, 2017  
1:00 PM – 1:30 PM CT*

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

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