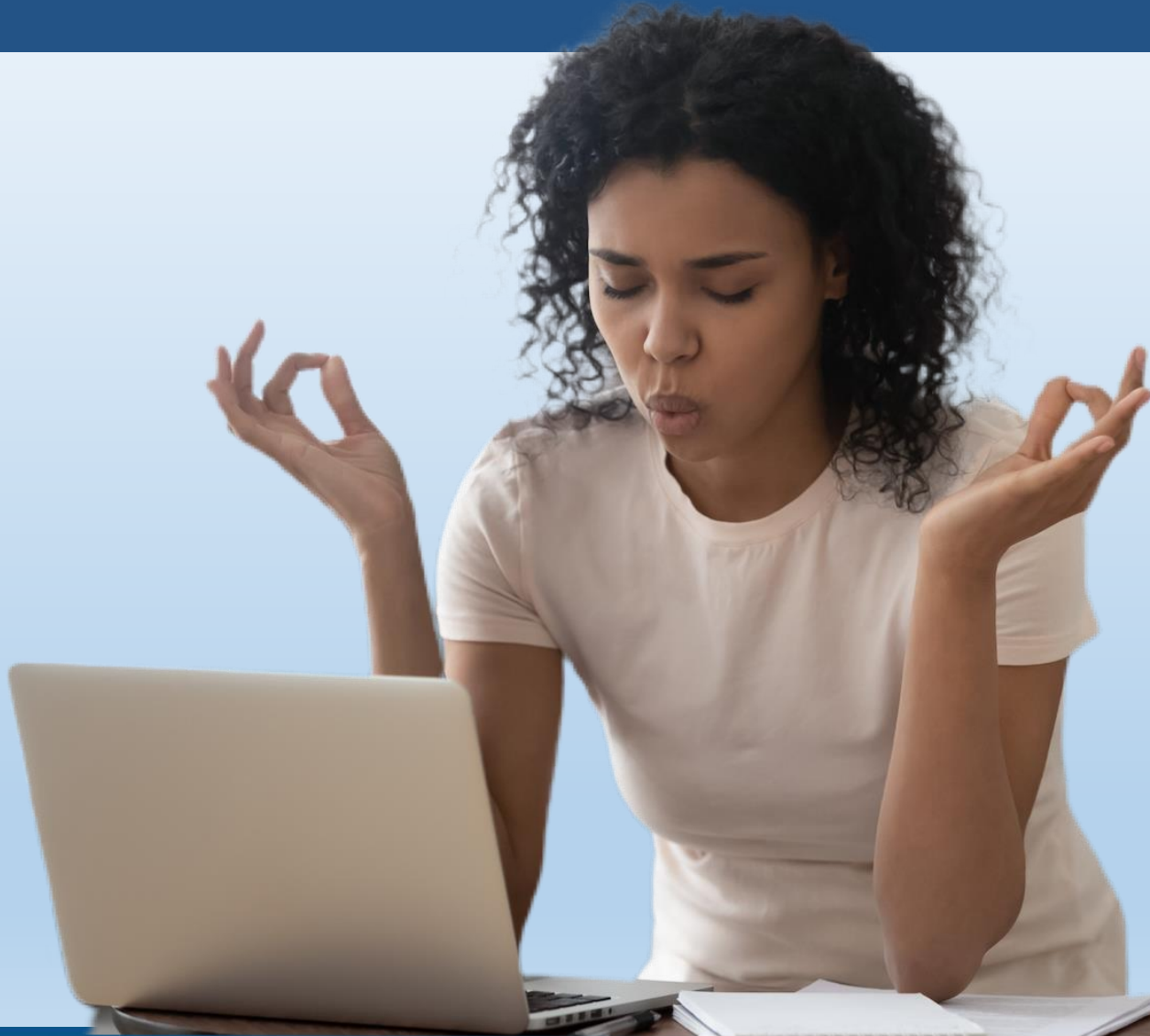


Download Your Handout



When “CALM DOWN” Doesn’t Cut It – How to De-escalate Conflict and Keep Your Cool






WELCOME!



Your Webinar Today is Presented by Ellis, Partners and Edge2Learn



ellis | PARTNERS IN
MANAGEMENT SOLUTIONS

Property Performance Tier	Onsite Teams Responding to Resident Surveys		Resident Surveys Rec'd in 12 months	Loyalty Score	Renewal Score
	Onsite Response Rate	Average Days to Respond	Surveys Received / Total Units	Likelihood to Recommend	Likelihood to Renew
Top 10%	94% 	4.3 	60% 	91% 	86% 
Bottom 90%	90%	5.7	54%	75%	72%
Total Average	90%	5.6	55%	77%	73%

Responding to Customer Surveys

START

FEEDBACK

Practice with
Self-Assigned
E2L PBTs!

Performance-Based Training

ADDRESS

#ThisChangesEverything

Thank you for joining us today!

Want to learn more?



Pam Pederson

Director of Engagement and Communications

Edge2Learn

ppederson@edge2learn.com | (317) 881-8511



Today's Presentation!



Meet Your Speaker: Katie Rigsby, CAM





When “CALM DOWN!” Doesn’t Cut It

How to De-escalate Conflict and Keep Your Cool

Keys to Keeping Your Cool





Audience Poll

What is your role in
property management?

Recognizing The Signs



Anticipating Conflict



Hot Button Issues

Maintenance issues, Rent,
Failure to follow through



Tense Expressions

Raised shoulders, clinched fists
or jaw, furrowed brow



Sudden Changes

Tone of voice, eye contact or
stance



Unusual Movement

Pacing or fidgeting



Disruptive Behaviors

Yelling, cursing, flailing arms

Self-Regulation





Text Katie for

Say THIS
Not THAT!

Get Katie's tips for turning
confrontation into compromise!

Lets
take
it DOWN
a notch

Key Skills for De-escalation



Hot Button Issues



Let's Chat!

What is your #1
customer conflict
right now?



Visit me at:
[www.katierigsby.co](http://www.katierigsby.com)
m

Connect. Like. Follow. Leave a

@KatieRigsbyInspires
Review.



The difference between resolution and resistance
is your ability to control your emotions.

Be Kind to One Another



Our Next Webinar!

Introduction to Emotional Intelligence

September 24, 2020
1:00pm – 1:30 pm CST

Register:
edge2learn.com
epmsonline.com



Kathy Vance

From All of Us at Ellis and Edge2Learn

