

Provider  
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Course # 9626385

Certified for 2 CEU's In  
Human Resources

Instructor  
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# “One Team One Direction”

## Upon completion managers will:

1. Be able to understand the components of a successful property management team
2. Name the reasons that teams underachieve
3. Identify the methods for teams to achieve success
4. State the benefits of customer retention
5. Recognize the difference in managing in a robust economy and a failing economy
6. Understand the impact of diversity on management teams

### Overview

“One Team One Direction” Was designed for all Community Association Managers and Management Companies who want to develop a more cohesive approach the Property Management.

### General Overview

- Identifying the components of the team
- Knowing your teammates
- Why teams underachieve
- Understanding absence of trust
- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Inattention to results
- Benefits of customer retention
- Identifying the difference in managing in a robust economy and a failing economy