



DMAA Property Management Series

2008 Edition

All The News That's Fit To Print. Your Local DMAA News Source. On Guard for 5 Years.

New! The DMAA's Property Management Series is designed to help management professionals make the connection between knowledge and on the job performance—preparing them to succeed in the competitive Multi-Family Industry. Lively, interactive workshops provide the knowledge, tools and confidence to successfully manage real live experiences. Learn the essential skills needed to thrive in today's workplace. Give your Property Management Professionals the EDGE they need - Register for one or, all 5 Sessions TODAY!

DIVERSITY AND SENSITIVITY TRAINING - Session 1

Thursday, February 14, 2008 from 9:00 am to 1:00 pm

Speakers: David Betts, B.A., and Deborah Orłowski, Ph.D., of Intercultural Link, Inc. (USA)

Ideas in this course will be developed using a mixed format including group discussions, short lectures and activities. Come learn practical tools for developing these concepts in an engaging, non-blaming, fun manner. ► Introduction to the concepts of "diversity" and "culture" ► How cultures differ ► How a person's values and norms shape their perspective and influence behavior ► Conducting successful cross-cultural discussions ► Developing intercultural best practices

HIRE THE BEST AND DITCH THE REST: A Simple Human Resource Strategy for Exceptional Results - Session 2

Thursday, May 22, 2008 from 9:00 am to 1:00 pm

Speaker: Rich George, CAPS®, ARM®, CHPE, President and Founder of NOI Coach™

In this energetic session, you'll gain a new understanding of Team Building by embracing the concepts of variable stimulus, interactivity, and downright fun! This session will be information as well as entertaining. ► Learn proven team building strategies by identifying the "12 Types" of Employees ► Learn how to identify Employees that are "toxic" to your team vs. which ones are "producers" ► Identify "lost causes" which enable a supervisor to react quickly and efficiently ► Learn how to assess potential candidates in the recruiting process

CRIME PREVENTION AND CRISIS COMMUNICATION - Session 3

Thursday, JUNE 19, 2008 from 9:00 am to 1:00 pm

Speakers: Sergeant Ron Taig, Intelligence Bureau, Livonia Police Department, and Karole Torres, CPM®, Asset Manager, Continental Management ► Learn about Crime Free Multi-Housing Programs ► Neighborhood Watch Programs ► Speaking with the Media, controlling rumors, talking with Residents ► Empowering Managers ► Dealing with repeated crime and fear of retaliation.

SPEED LEARNING FOR LEADERSHIP - Session 4

Thursday, July 17, 2008 from 9:00 am to 1:00 pm

Speaker: Joanne Estes, CEO and Founder of Vision Quest

You've heard of Speed Dating, or perhaps you've participated in Speed Business Networking events. Get ready...it's time for Speed Leadership." In this fast paced session, you'll cover three topics paramount to successful leadership strategies. Master these powers and speed your way to success! ► Vision, Mission and Goal Setting ► Understanding Behavioral Styles ► Power UP Your Attitude

RETENTION + RENEWALS = INCREASED NOI - Session 5

Thursday, August 21, 2008 from 9:00 am to 1:00 pm

Speakers: Marianne Holman, CPM®, Founder of Your On-Site Solutions, & Kathy Banker, CAS®, NALP®, Founder of Banker & Associates

► Take Customer Service from mechanical to memorable ► Eliminate "Us vs. Them" with your Residents ► Customize and Maximize your Resident Retention Program ► Best Practices of Lease Expiration Management (LEM) ► The real cost of losing Residents ► Economic impact of reduced turnover ► A practical way to get started now!

LOCATION: DMAA Training Center, 30700 Telegraph Road, Suite 2665, Bingham Farms MI 48025

TIME: All Classes are from 9:00 am to 1:00 pm

COST: \$59 Members / \$89 Non-Members for Individual Modules

\$249 Members / \$369 Non-Members for Series of all 5 Sessions - a 15% Savings!

WHO: Property Supervisors, Community Managers, Maintenance Supervisors, Maintenance Technicians & Leasing Agents will all benefit!

(Please Check Box Above to Attend Sessions)

Company _____

Community Name _____

Street Address, City, State, Zip _____

Phone _____

Fax _____

E-mail address _____

Attendee Name

Attendee Name

Fax this form to 248-594-9804 or **e-mail** attendees names to info@dmaa.net or **call** 248-594-9803. Please make checks payable to "DMAA" and reference "Property Management"; bring check to class or mail to: "DMAA" at 30700 Telegraph Rd, Suite 2665, Bingham Farms, MI 48205