



Edge2Learn Catalog - Essentials

Our Essentials courses provide the foundation needed for any successful multifamily training program. These courses are a must-have, designed to eliminate confusion and provide the fundamental skills necessary to set your employees up for success.

Our Essentials courses provide the foundation needed for any successful multifamily training program. These courses are a must-have—designed to eliminate confusion and provide the fundamental skills needed to set your employees up for success. All Edge2Learn clients have access to this collection of courses, but we highly recommend exploring our [optional Electives course bundles](#) as well.

With the Edge2Learn **Essentials** course catalog, you can elevate your training program beyond mere compliance requirements. From hands-on maintenance and basic multifamily skills to advanced leasing, conflict resolution and industry hot topics, our comprehensive catalog offers a diverse range of courses to suit your team's unique needs. By providing a strong foundation, the **Essentials** courses ensure the success of your training program.

Browse through the categories below for more details. Each category will display the related courses with full descriptions and course lengths.

Course Versions

8 Dimensions of Wellness Series

Wellness is a broad concept and means different things to different people. By examining the convergence of a variety of internal and external dimensions that comprise holistic wellness, you can see how the interplay of each of the dimensions impacts your overall wellness and actively work towards improving it.

Duration 0 Hours 40 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions
8 Dimensions of Wellness Series
Duration 0 hours 40 minutes

Accommodating Assistance Animals Series

If your community allows dogs and you have a resident who requires the use of a service dog, granting permission to keep the dog in the apartment seems like a no-brainer. But what about no-pet communities? Or breed restrictions? Or emotional support animals? In this course, you'll walk through realistic resident scenarios, learn to apply the laws as stated by the Fair Housing Act, and determine which issues might require legal counsel.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Accommodating Assistance Animals Series
Duration 0 hours 20 minutes

Active Shooter Series

Mass shootings, though rare, happen without warning and demand instant action. Training gives team members a crucial advantage and can help save lives should an incident occur. This series, customized for the multi-family industry, is based on best-practice information from the U.S. Department of Homeland Security and the Federal Bureau of Investigation. It teaches the recommended run-hide-fight strategy applicable to an active shooter situation in progress. It also covers the creation of an active shooter emergency plan and steps to take in the short-term and long-term recovery phases following an active shooter incident.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Risk Management
Supervisor/Employee ALL
Languages ENG

Course Versions
Active Shooter Series
Duration 1 hour 0 minutes

Adapting to Change for Supervisors Series

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued supervisor. This course for supervisors addresses successfully coaching individuals through change.

Duration 0 Hours 47 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Change Management
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Adapting to Change for Supervisors Series
Duration 0 hours 47 minutes

Adapting to Change Series

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued team member. This series discusses normal reactions to change, the benefits of improving that reaction and how to make that transformation.

Duration 0 Hours 32 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Change Management

Supervisor/Employee Employee

Languages ENG/ESP

Course Versions

Adapting to Change Series

Duration 0 hours 32 minutes

Admin: Build Skills With the Right Training at the Right Time

Building skills won't happen if your training is one-and-done. Proficiency takes time, reinforcement and practice to grow. Learn how the Edge2Learn library of courses is built to energize your training efforts and develop talents by delivering the right type of learning at the right time.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Learning Administration

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Build Skills With the Right Training at the Right Time

Duration 0 hours 4 minutes

Admin: Customer Service AI Video Assessments (Dress Rehearsals)

Give every one of your leasing professionals a powerful tool to rehearse customer service conversations using Litmos' video assessment and AI analysis tool.

Prewritten scenarios, learner instructions and best-practice answer examples are provided for you along with detailed step-by-step instructions to guide you through creating each module in Litmos. Leasing professionals can self-assess skills from tone of voice and body language to handling difficult conversations in these 3 minute micro-practice sessions.

Duration 1 Hour 12 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Customer Service

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Customer Service AI Video Assessments (Dress Rehearsals)

Duration 1 hour 12 minutes

Admin: De-escalation Conversations AI Video Assessments (Dress Rehearsals)

Increasingly, it seems, customers and fellow team members let stress overtake them, resulting in highly emotional outbursts. When that happens, team members need to know how to de-escalate the situation. Let your team practice handling emotional conversations in a safe space using Litmos' video assessment and AI analysis tool. Prewritten scenarios, learner instructions and best-practice answer examples are provided for you along with detailed step-by-step instructions to guide you through creating each module in Litmos. Leasing professionals can self-assess their skills in these 3 minute micro-practice sessions.

Duration 0 Hours 36 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: De-escalation Conversations AI Video Assessments (Dress Rehearsals)

Duration 0 hours 36 minutes

Admin: Edge2Learn Federal Fair Housing Offerings - Descriptions and Recommendations

Not sure which Federal Fair Housing courses to assign your employees? Review course descriptions, estimated seat times, and recommendations for all Edge2Learn Fair Housing offerings.

Duration 0 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Learning Administration

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Edge2Learn Federal Fair Housing Offerings - Descriptions and Recommendations

Duration 0 hours 0 minutes

Admin: Edge2Learn Library Offerings

Whether your goal is to provide training for new skills, practice sessions to improve skills, quick refreshers of key concepts, or corrective reminders for performance-based training, the Edge2Learn library covers all the bases. This handy guide describes the types of learning tools and courses available to you, plus suggested ways you can combine elements to customize your training solutions.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Learning Administration

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Edge2Learn Library Offerings

Duration 0 hours 5 minutes

Admin: Federal Fair Housing AI Video Assessments (Dress Rehearsals)

Customer questions that touch on federal fair housing issues can be double trouble. Your leasing professionals need to provide top notch customer service while also staying on the right side of the law. Let your team practice customer conversations in a safe space using Litmos' video assessment and AI analysis tool. Prewritten scenarios, learner instructions and best-practice answer examples are provided for you along with detailed step-by-step instructions to guide you through creating each module in Litmos. Leasing professionals can self-assess their skills in responding to fair housing-related requests and questions in these 3 minute micro-practice sessions.

Duration 0 Hours 36 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Federal Fair Housing AI Video Assessments (Dress Rehearsals)

Duration 0 hours 36 minutes

Admin: How to Use Your Edge2Learn Library - Guide and Course Index

More than a simple collection of courses, the Edge2Learn library is crafted to sequentially build team members' skills throughout their employee journeys in ways that are customized to each person's unique needs. Learn how the library is organized and how to combine course elements to best meet the needs of your learners, communities and organization.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Learning Administration

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: How to Use Your Edge2Learn Library - Guide and Course Index

Duration 0 hours 3 minutes

Admin: Leasing AI Video Assessments (Dress Rehearsals)

Give every one of your leasing professionals a powerful tool to rehearse their leasing conversations using Litmos' video assessment and AI analysis tool. Prewritten scenarios, learner instructions and best-practice answer examples are provided for you along with detailed step-by-step instructions to guide you through creating each module in Litmos. From discovering customer needs to following-up after the tour, these courses total approximately 160 minutes of learning, broken into 3 minute micro-practice sessions.

Duration 2 Hours 40 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Leasing AI Video Assessments (Dress Rehearsals)

Duration 2 hours 40 minutes

Admin: Spaced Learning and Performance Improvement

Old-style employee training often meant a slide deck in a conference room or a day-long seminar where team members would drink from the fire hose of information, magically retain it all, and hopefully convert it into improved performance. But we know, by now, that's not the way to build capabilities. Adult learning theory tells us that what team members need is spaced learning using a variety of formats, and content that is relevant, engaging and interactive.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Learning Administration

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Admin: Spaced Learning and Performance Improvement

Duration 0 hours 3 minutes

Advertising and the Federal Fair Housing Act

Community team members are involved in marketing and advertising everyday—even if they're not aware of it. Maintaining social media, creating flyers and talking with prospective residents are all marketing activities that fall under Federal Fair Housing regulations. Learn the do's, don'ts and best practices for what qualifies as "advertising," how words or images can trip you up and why audience targeting is okay for diapers, but not for apartments.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Advertising and the Federal Fair Housing Act

Duration 0 hours 15 minutes

Appreciating Differentness Series

Some communities make an effort to hire for diversity, or at least they try not to violate any laws. However, communities that embrace diversity, equity and inclusion tend to find the greatest success, and their teams experience the greatest satisfaction. In this series you'll learn about the benefits of seeing through the eyes of others, how to improve diversity, equity and inclusion in your community, why implicit bias gets in our way and how to overcome bias while improving your cultural competence. It's not just about having a community that looks diverse, it's about accepting and appreciating the differentness in each person.

Duration 0 Hours 43 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Appreciating Differentness Series

Duration 0 hours 43 minutes

Build a Positive Work Environment for Supervisors Series

Increasing team positivity makes your workplace a more productive and pleasant place to be. Even small positive choices can spiral upward to transform not just each day but your community as well. This course for supervisors addresses successfully leading your team to creating a more positive work environment.

Duration 0 Hours 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leadership

Supervisor/Employee Supervisor

Languages ENG/ESP

Course Versions

Build a Positive Work Environment for Supervisors Series

Duration 0 hours 50 minutes

Build a Positive Work Environment Series

When it feels like every day is one long thunderstorm of negative residents, coworkers and situations, and you feel your mood and your health starting to suffer, it's time to do something. You can choose to increase positivity by using the strategies and ideas in this course. And the best news? Even small positive choices can spiral upward to transform not just your day but your team and community as well.

Duration 0 Hours 40 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leadership

Supervisor/Employee Employee

Languages ENG

Course Versions

Build a Positive Work Environment Series

Duration 0 hours 40 minutes

Coaching Series

Coaching can boost team member engagement and motivation, and build high-performing organizations, but it takes training for a leader to develop coaching skills. Learn how great coaches think, the skills to use and steps to take when coaching, how to use the GROW framework, and situations when coaching might not be the best approach. Along the way you'll practice making coaching decisions through interactive scenarios involving typical community situations.

Duration 0 Hours 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leadership

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Coaching Series

Duration 0 hours 50 minutes

Conflict Management for Supervisors Series

The ability to work well with others is vital to a successful career in the multifamily industry. When working with a team that consists of people from different backgrounds, skills, and experience, it is likely that some form of conflict will occur. In this series of courses, you will understand the potential impact of conflict in the workplace, explore common sources of conflict, identify the difference between conflict resolution and conflict management, explore methods for resolving and managing conflict, discover ways to turn conflict into positive growth, and learn how to prevent conflict by creating a low-conflict environment. Supervisors will explore their role in creating a low-conflict environment and review best practices for mediating conflict.

Duration 1 Hour 9 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leadership

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Conflict Management for Supervisors Series

Duration 1 hour 9 minutes

Conflict Management Series

The ability to work well with others is vital to a successful career in the multifamily industry. When working with a team that consists of people from different backgrounds, skills, and experience, it is likely that some form of conflict will occur. In this series of courses, you will understand the potential impact of conflict in the workplace, explore common sources of conflict, identify the difference between conflict resolution and conflict management, explore methods for resolving and managing conflict, discover ways to turn conflict into positive growth, and learn how to prevent conflict by creating a low-conflict environment.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee Employee

Languages ENG/ESP

Course Versions

Conflict Management Series

Duration 1 hour 0 minutes

Core Concepts: Adapting to Change

Large or small, change happens all the time. Knowing how to adapt to change can smooth out the bumps and make you a more highly valued team member or effective supervisor. This series of Core Concepts originates from the Edge2Learn course: Adapting to Change Series. Some modules are offered in multiple formats. Pick the one that is right for you!

Duration 0 Hours 14 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Change Management

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Adapting to Change

Duration 0 hours 14 minutes

Core Concepts: Appreciating Differentness - Cultural Bridges

Overcoming implicit bias and building cultural competence helps you better serve residents and relate to diverse teammates. Find out how to reduce the first and improve the second. This collection of Core Concepts originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Appreciating Differentness - Cultural Bridges

Duration 0 hours 10 minutes

Core Concepts: Appreciating Differentness - Introduction to Diversity, Equity and Inclusion

True diversity, equity and inclusion (DEI) goes far beyond meeting quotas. It impacts the heart of your community workplace. Learn about the benefits of DEI, how to improve it, and legal issues surrounding diversity. This collection of Core Concepts originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Appreciating Differentness - Introduction to Diversity, Equity and Inclusion

Duration 0 hours 10 minutes

Core Concepts: Exceptional Customer Service - Basics and Beyond

Memorable and authentic customer service doesn't have to be complicated. By following the suggestions in these lessons, you can boost everyday customer interactions from good to exceptional. This collection of Core Concepts originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 14 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Exceptional Customer Service - Basics and Beyond

Duration 0 hours 14 minutes

Core Concepts: Exceptional Customer Service - Challenging Situations

When things go wrong or customers are upset, you'll need a special set of skills to turn the situation around and reestablish your customer's trust. Learn about common dilemmas and how to resolve them with this series. This collection of Core Concepts originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 12 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Exceptional Customer Service - Challenging Situations

Duration 0 hours 12 minutes

Core Concepts: Exceptional Customer Service - Communication

So much of effective customer service relies on good communication skills. It's always a good time to brush up on both the technical aspects of communication as well as the nuances that can make or break a customer interaction. This collection of Core Concepts originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 13 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Exceptional Customer Service - Communication

Duration 0 hours 13 minutes

Core Concepts: Exceptional Customer Service - The Customer Perspective

The foundation of exceptional customer service is learning to shift your thinking and see common leasing situations through the resident's eyes. This collection of Core Concepts originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 8 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Exceptional Customer Service - The Customer Perspective

Duration 0 hours 8 minutes

Core Concepts: Federal Fair Housing - Compliance

Non-compliance with fair housing laws can lead to expensive fines, legal fees and settlements, additional training and retrofitting requirements, and a possible loss of reputation. Refresh your knowledge of the enforcement process, the use of fair housing testers, and what compliance strategies you need to have in place. This collection of Core Concepts originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 16 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Core Concepts: Federal Fair Housing - Compliance
Duration 0 hours 16 minutes

Core Concepts: Federal Fair Housing - Disability

Disabled status is one of the top fair housing violations that communities face. That's why you'll want to take a deeper dive into details about disability status, reasonable accommodations, reasonable modifications, and assistance animals. This collection of Core Concepts originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 17 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Core Concepts: Federal Fair Housing - Disability
Duration 0 hours 17 minutes

Core Concepts: Federal Fair Housing - Familial Status

Understand your familial status obligations under the Fair Housing Act including policies that inadvertently

impact children, setting occupancy standards, steering and more. This collection of Core Concepts originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 11 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Core Concepts: Federal Fair Housing - Familial Status
Duration 0 hours 11 minutes

Core Concepts: Federal Fair Housing - Overview

Community team members are responsible for knowing and following fair housing laws and policies, both to avoid discrimination penalties and to make our communities welcoming to everyone. Learn about the origins of fair housing laws, who is protected by them and what actions are considered discriminatory practices. This collection of Core Concepts originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 13 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Core Concepts: Federal Fair Housing - Overview
Duration 0 hours 13 minutes

Core Concepts: Leasing 101 - Getting Started

Start every customer encounter and tour on the right foot by gathering the resources you need and making a great first impression. This collection of Core Concepts originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No

Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Leasing 101 - Getting Started

Duration 0 hours 4 minutes

Core Concepts: Leasing 101 - Initial Inquiries

Whether you're new to leasing, or an old hand, everyone can benefit from brushing up on the basics of email, phone and walk-in inquiries and effective responses for each. This collection of Core Concepts originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 8 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Leasing 101 - Initial Inquiries

Duration 0 hours 8 minutes

Core Concepts: Leasing 101 - Touring

Touring is the heart of leasing, so be ready with the right preparation, safety guidelines, touring basics, trial closing techniques and follow-up tips. This collection of Core Concepts originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 11 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Leasing 101 - Touring

Duration 0 hours 11 minutes

Core Concepts: Leasing 201 - Level Up by Personalizing the Experience

When leasing professionals have a good grasp of the fundamentals, such as best practices for responding to an email or answering a call, they are ready for next steps. That includes understanding customer needs that go beyond the basics, modifying their approach based on where the customer is in their decision-making process and becoming a trusted advisor. This collection of Core Concepts originates from the Edge2Learn series: Leasing 201

Duration 0 Hours 23 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Leasing 201 - Level Up by Personalizing the Experience

Duration 0 hours 23 minutes

Core Concepts: Leasing 202 - Conversations Leading to Close

Discover the most effective ways to test your customer's readiness to lease, overcome their objections, conclude a tour, and invite the customer to join your community. This collection of Core Concepts originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 7 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Core Concepts: Leasing 202 - Conversations Leading to Close

Duration 0 hours 7 minutes

Core Concepts: Leasing 202 - Follow-up After the Tour

Learn essential best practices for following up after a tour in a prompt, professional manner, whether or not the customer decides to lease right away. This collection of Core Concepts originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Leasing 202 - Follow-up After the Tour

Duration 0 hours 6 minutes

Core Concepts: Leasing 202 - Read Your Customer

Customers aren't always direct about what they're thinking and feeling. Learn how to interpret their verbal and nonverbal cues to personalize the tour, pinpoint essential needs, and reframe objections. This collection of Core Concepts originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 8 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Core Concepts: Leasing 202 - Read Your Customer

Duration 0 hours 8 minutes

Core Concepts: Recruiting - Employer Value Proposition

What do you have to offer candidates besides salary? The answer to that is your Employer Value Proposition (EVP). Uncover your own EVP, then learn to improve, leverage and communicate it to attract candidates and

bring value to current team members. This collection of Core Concepts originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 7 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions

Core Concepts: Recruiting - Employer Value Proposition

Duration 0 hours 7 minutes

Core Concepts: Recruiting - ROI

There are numerous hard and soft costs that come with recruiting and hiring for an open position. Learn how improving your recruiting process impacts productivity, team morale and your employer reputation. This collection of Core Concepts originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions

Core Concepts: Recruiting - ROI

Duration 0 hours 6 minutes

Core Concepts: Recruiting - The Position Posting

To stand out from the crowd, your job post needs to nail the basics and go beyond. Discover how to make a job post speak to a job seeker's needs, the pros and cons of listing a pay range, ideas to write attention-getting intros and more. This collection of Core Concepts originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn

Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions

Core Concepts: Recruiting - The Position Posting

Duration 0 hours 10 minutes

Core Concepts: Recruiting - Your Employer Appeal

The personality of your workplace, what most refer to as culture, can be a bigger draw than other job features, including salary. Impact recruiting efforts by understanding your culture and learning to communicate it. This collection of Core Concepts originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Core Concepts: Recruiting - Your Employer Appeal

Duration 0 hours 10 minutes

Core Concepts: Recruiting - Your Pipeline

Seeking talent is a little like fishing. Put lots of lines in the water, and don't let them get off the hooks. Discover how to fill your applicant pipeline and prevent applicants from slipping away by reducing your time-to-fill and adding a human touch. This collection of Core Concepts originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 10 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Core Concepts: Recruiting - Your Pipeline

Duration 0 hours 10 minutes

Critical Thinking Series

Every day, we are bombarded with information and choices. Critical thinking skills can help us sift out fact from opinion, make better decisions, and achieve more fulfillment in our work and personal lives. Learn what critical thinking is and how to improve your skills through real-life scenarios that challenge you to make connections, evaluate information and think in a different, deliberate way.

Duration 0 Hours 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Personal Growth

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Critical Thinking Series

Duration 0 hours 50 minutes

Curb Appeal

Curb appeal refers to how appealing a home or property is from the perspective of a passerby who is standing 'at the curb'. Any passerby may be a customer, either a resident of the community or a prospective resident. The appeal of your apartment community can be the deciding factor in whether you gain or keep a resident. Curb appeal includes thinking about how every aspect of your community will appear upon closer inspection. In this series, our game show host David will lead you through a series of curb appeal challenges to improve your curb appeal skills. Are you a Rookie, Pro, or Legend? The only way to find out is to play the game!

Duration 0 Hours 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Marketing

Supervisor/Employee ALL

Languages ENG

Course Versions

Curb Appeal

Duration 0 hours 50 minutes

Curbing Workplace Violence

When it comes to workplace violence, many people think to themselves, "It can't happen here." And, in fact, most of us will never experience large, headline-grabbing incidents at work, and that's good. But workplace violence takes many forms so chances are, it can happen anywhere. Be prepared by learning what is workplace violence, who might commit it, how to recognize potentially harmful or violent situations, and how to respond in the moment. Please note that no graphic images are shown. However, this series does include narrated fictional scenarios and images of people displaying potentially violent or threatening behaviors.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Risk Management
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Curbing Workplace Violence
Duration 0 hours 30 minutes

Cyber Security

Computer systems can be loaded with software and patches to detect or help prevent cyber attacks, but cyber-savvy users are often the first line of defense. In this course, you'll help the team members of Cyberpark Place, a fictional community, as they face everyday security challenges to email, setting passwords, online shopping, social media and using public Wi-Fi. Along the way you'll learn about a variety of cyber dangers, ways to avoid trouble by keeping devices and data locked down, and the potential effects of cybercrime.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Risk Management
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Cyber Security
Duration 0 hours 30 minutes

Dealing with Difficult Situations

Daily life in the multifamily industry involves frequent interaction with people in a multitude of situations. A great part of your success and happiness depends on your ability to effectively handle difficult situations that inevitably arise. As these situations arise, whether it is with residents or coworkers, it is important for you to understand how to navigate and resolve them. In this course, you will gain a better understanding of how to interact with residents and coworkers during difficult situations to improve resident satisfaction, customer loyalty and retention rates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Dealing with Difficult Situations
Duration 1 hour 0 minutes

Drug Free Workplace

Drug and alcohol abuse and misuse is a serious problem and can occasionally extend into the workplace. Drug and alcohol abuse in the workplace has significant negative impacts. This course addresses the importance of a drug-free workplace. During this course you will explore the impact of substance abuse, recognize the difference between acceptable use vs. abuse, discover indicators of substance abuse, examine a variety of types of drug testing, and review an employee's role in ensuring a drug-free workplace. Supervisors will explore their role and responsibilities in supporting a drug-free workplace.

Duration 0 Hours 40 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Employee
Languages ENG

Course Versions
Drug Free Workplace
Duration 0 hours 40 minutes

Drug Free Workplace for Supervisors

Drug and alcohol abuse and misuse is a serious problem and can occasionally extend into the workplace. Drug and alcohol abuse in the workplace has significant negative impacts. This course addresses the importance of a drug-free workplace. During this course you will explore the impact of substance abuse, recognize the difference between acceptable use vs. abuse, discover indicators of substance abuse, examine a variety of types of drug testing, and review an employee's role in ensuring a drug-free workplace. Supervisors will explore their role and responsibilities in supporting a drug-free workplace.

Duration 1 Hour 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG/ESP

Course Versions

Drug Free Workplace for Supervisors

Duration 1 hour 0 minutes

Emotional Intelligence Series

Emotional intelligence (EI) has become a hot topic in business and personal development. Emotions can help you work smarter, or undermine your efforts. Learn more about what emotional intelligence is, why it matters and how you can boost it to improve your day-to-day interactions with community residents and co-workers.

Duration 0 Hours 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject People Skills

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Emotional Intelligence Series

Duration 0 hours 50 minutes

Evictions

Most apartment communities look at eviction as an unwanted, but necessary process. Many of us prefer not to think about it and hope it never happens. Rather than avoiding the subject until you're right in the middle of it, understanding the basic steps ahead of time can provide a huge advantage in knowing what to expect. Additionally, there are ways to smooth the process for you and your residents, and perhaps head off evictions altogether. Now, that's worth learning about!

Duration 0 Hours 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Evictions

Duration 0 hours 30 minutes

Exceptional Customer Service Series

Providing exemplary customer service is crucial to every business, but especially so in the property management realm, where each customer is selecting the perfect place to call home. It's one of the biggest decisions an individual can make, and your job is to welcome them and serve as a trusted consultant throughout the entire process. But it doesn't stop there! Customer service extends throughout the entire resident journey, even beyond the day when they move out. How customers feel about the service they received will determine what they say about your community, your company, and even you.

Duration 1 Hour 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Customer Service

Supervisor/Employee ALL

Languages ENG

Course Versions

Exceptional Customer Service Series

Duration 1 hour 30 minutes

Express: Customer Service - Creating a Community of Trust and Respect

In the multifamily world, building trust and respect is the key to a harmonious community. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn the benefits of fostering trust and respect between team members and residents, and discover the practical ways positive relationships can help turn your community into a true home.

Duration 0 Hours 8 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Customer Service - Creating a Community of Trust and Respect

Duration 0 hours 8 minutes

Express: Customer Service - Responding to Residents Facing Financial Hardship

Responding to residents facing financial hardship is an important skill for people working in the multifamily industry. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn what kinds of support you can offer and how to respond in an empathetic and consistent manner.

Duration 0 Hours 7 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Customer Service - Responding to Residents Facing Financial Hardship

Duration 0 hours 7 minutes

Express: DEI - Creating a Civil and Respectful Workplace

Creating a civil and respectful workplace is essential for a positive work environment where employees can thrive and reach their full potential. A workplace that promotes respect and civility fosters a sense of belonging, inclusivity, and encourages collaboration and cooperation among colleagues. Conversely, a workplace that is marred by incivility, discrimination, harassment, and bullying can have severe consequences for both employees and the organization as a whole, such as low morale, high turnover rates, and legal liabilities. In this booster, you'll learn how to take proactive steps to foster a workplace culture that supports and promotes respect, inclusion, and civility.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Grace Hill
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: DEI - Creating a Civil and Respectful Workplace

Duration 0 hours 5 minutes

Express: DEI - Cultural Respect or Disrespect (Infographic)

Throughout the ages, people from marginalized cultures have had their cultural icons, expressions and other elements misappropriated in the name of fashion, fad and profit. Learning to recognize and avoid this kind of disrespect for other cultures makes our workplaces more respectful and our communities more harmonious and appealing places for residents to live.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL

Languages ENG

Course Versions

Express: DEI - Cultural Respect or Disrespect (Infographic)

Duration 0 hours 2 minutes

Express: DEI - Dress Codes and Appearance Policies

Can a dress code contribute to an unwelcoming or hostile workplace? It's possible. In this booster, learn more about how to ensure your company's dress codes treat all employees fairly.

Duration 0 Hours 5 Minutes

Package Essentials

Content Provider Grace Hill

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Express: DEI - Dress Codes and Appearance Policies

Duration 0 hours 5 minutes

Express: DEI - Employee Resource Groups

What does it take to create a successful employee resource group? In this learning booster, you'll learn what's needed to create safe, inclusive spaces at work.

Duration 0 Hours 5 Minutes

Package Essentials

Content Provider Grace Hill

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Express: DEI - Employee Resource Groups

Duration 0 hours 5 minutes

Express: DEI - Media Bias Awareness Activity

People have a tendency to spend more time with people and media they see as being "like them." This natural tendency can limit cultural awareness and increase the chance of hidden biases. In this learning booster, you'll learn some simple steps to begin expanding your worldview and increasing your awareness of other perspectives.

Duration 0 Hours 5 Minutes

Package Essentials

Content Provider Grace Hill

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Express: DEI - Media Bias Awareness Activity

Duration 0 hours 5 minutes

Express: DEI - Pronouns Matter (Infographic)

What you say matters when it comes to customer service and team relations. Using a person's preferred pronouns is a way to show courtesy and respect for them as individuals. Get up-to-speed on the evolving nature of these standards, and learn how to handle situations with ease.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Express: DEI - Pronouns Matter (Infographic)

Duration 0 hours 2 minutes

Express: DEI - Slowing Down to Overcome Bias

Bias is a human tendency that often interferes with objective decision-making. It's a preconceived notion, or an irrational preference, that may or may not be based

on accurate information. Although biases are sometimes difficult to recognize, they can have a significant impact on our perceptions and interactions with the world around us. By identifying and addressing our biases, we can make better decisions and cultivate empathy, respect, and understanding towards others. This video will explore the various types of biases, their effects, and strategies for overcoming them.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Grace Hill
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: DEI - Slowing Down to Overcome Bias
Duration 0 hours 5 minutes

Express: DEI - Tips for Using Gender-Inclusive Language

Many companies are striving to increase inclusivity in their workplaces, and for good reason. Employees who feel seen, valued, and heard, who feel like they're able to bring their whole selves to work, are more likely to be motivated and have high morale. However, some language choices could be unintentionally contradicting these efforts. Many common phrases assume that people are either "male" or "female," leaving out anyone who identifies as nonbinary. In this booster, we'll look at some ways to promote gender inclusivity through language.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: DEI - Tips for Using Gender-Inclusive Language
Duration 0 hours 5 minutes

Express: DEI - What You Don't Know About Microaggressions

Diversity, equity and inclusion initiatives may focus on the big picture, but there are a thousand small personal exchanges that make a difference in creating a truly inclusive community. Microaggressions can often be part of these exchanges, though the perpetrator may not even be aware that what they are saying or doing demeans the other person. Explore what microaggressions are, why they matter, what we can do to decrease them, and what victims should consider when deciding how to react.

Duration 0 Hours 7 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: DEI - What You Don't Know About Microaggressions
Duration 0 hours 7 minutes

Express: Leasing - Tour Safely, Fairly and in Compliance With Laws

Even though most customers pose no risk to personal safety, it's reasonable to be observant and cautious when giving tours. In this course, you'll explore how to stay safe, what to say if you feel unsafe and need to end a tour, and how to document your decisions to avoid potential fair housing repercussions if you have to change your standard tour routine.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Leasing - Tour Safely, Fairly and in Compliance With Laws
Duration 0 hours 5 minutes

Express: Mental Health and Wellness - Better Zzzzs for Better Days

Stressful days and disrupted sleep can become a vicious cycle that can easily become worse over time and can seriously impact your health. No one wants to see that happen—not your friends, family, teammates or community. Learn to break the cycle and set yourself up for sleep success.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Better Zzzzs for Better Days

Duration 0 hours 3 minutes

Express: Mental Health and Wellness - Fatigued Find Your Fix (Infographic)

Let's say you're getting a full night's sleep, but you still don't feel restored. It could mean that you need more than just physical rest. Here are some tips to regenerate your other energy types: mental, sensory, creative, emotional, social and spiritual.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Fatigued Find Your Fix (Infographic)

Duration 0 hours 2 minutes

Express: Mental Health and Wellness - Mindful Meditation

The pace of life can sometimes become overwhelming. There may be times when you find that balancing the needs of your residents, team, community and personal life is exhausting. When life feels chaotic and you find it difficult to maintain focus, just a few minutes of mindful meditation may be just what you need to click that reset button, recenter, refocus and recharge. This course takes you through some simple steps for learning mindful meditation so you can slow your breathing, calm your nervous system and take back control when you find yourself in the midst of a chaotic environment.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Mindful Meditation

Duration 0 hours 5 minutes

Express: Mental Health and Wellness - Need Nature?

When was the last time you felt grass tickle your toes? Or actually focused on the sound of birds singing? Immersing yourself in nature can help ease many of the side effects of adulting, such as stress and fatigue. Learn more about the benefits and how you can bring more nature into every day.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Need Nature?

Duration 0 hours 2 minutes

Express: Mental Health and Wellness - Push Pause on Sensory Overload

Distraction-filled, overstimulating environments have become sort of a norm thanks to the pace of life and work—not to mention the flood of nonstop information from our many devices. Because overstimulation seems normal, you might think that you operate just fine in that space. But many of us live fatigued and frazzled lives without quite knowing why. And for some people, that feeling of overwhelm is a nightmare. Turn down the volume with these tips for finding some peace in an overstimulated world.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Push Pause on Sensory Overload

Duration 0 hours 6 minutes

Express: Mental Health and Wellness - Unplug to Recharge

Do you need just a few more hours of energy to get you through the day or is your internal battery dying before you even have a chance to recharge it? In this course, we'll identify sneaky energy zappers and learn how to flip the script to recharge when you are feeling tapped out. Once you understand the triggers that drain your battery you can deploy the solutions that energize you.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Unplug to Recharge

Duration 0 hours 5 minutes

Express: Mental Health and Wellness - Yoga in the Workplace

If there was a pill that could help your concentration, sleep, stress levels and overall physical health, would you take it? Yoga can provide these benefits and many more without a pill or a prescription. Learn more about the benefits and try out some simple yoga stretches you can do anytime, whether in the office or maintenance shop, as you begin to experience improved wellness through yoga.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: Mental Health and Wellness - Yoga in the Workplace

Duration 0 hours 5 minutes

Express: People Skills - Compliments and Comments

Do you ever worry about saying the wrong thing at work? Have you ever tried to compliment a coworker, only to have your words fall flat? It's not always easy to balance friendliness and professionalism. In this booster, you'll learn more about finding this balance and appropriate ways to offer compliments.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Grace Hill
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: People Skills - Compliments and Comments

Duration 0 hours 5 minutes

Express: People Skills - De-escalate Their Anger—In Person and On the Phone (Infographic)

When a customer, team member or vendor gets angry, the situation can escalate quickly. That's when you'll need de-escalation techniques in your people skills toolbox. This infographic presents tips for both in-person and phone conversations, as well as nonverbal methods to help the other person regain control and avoid a crisis.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: People Skills - De-escalate Their Anger—In Person and On the Phone (Infographic)

Duration 0 hours 2 minutes

Express: People Skills - Empathy in the Workplace

Isn't empathy the same as sympathy? (No.) Can you really learn to be more empathetic? (Yes!) This course tackles the whys and hows behind these questions as well as providing opportunities to recognize and see empathy at work in scenarios involving residents and teammates. If you want to connect with others, reduce intolerance and improve your customer service skills, empathy is the skill you need right now.

Duration 0 Hours 7 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: People Skills - Empathy in the Workplace

Duration 0 hours 7 minutes

Express: People Skills - Keep Your Cool When They Lose Theirs

A confrontational or angry resident might trigger all sorts of automatic responses in us. Staying professional in these situations can be tough, but it's doable when you know what's sparking your responses and the techniques to moderate them.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: People Skills - Keep Your Cool When They Lose Theirs

Duration 0 hours 6 minutes

Express: People Skills - The Approachability Advantage

Being approachable comes easily for some. For others, it takes intentional effort. Learn what's meant by being "approachable," how it benefits you and your career, and the skills you need to be your best approachable you.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Express: People Skills - The Approachability Advantage

Duration 0 hours 6 minutes

Express: People Skills - The Win-Win of Being a Team Player

Being a team player comes naturally for some. Others need a nudge in the right direction. Understand why being a great team player is important, how to be a better team player and how to find personal success through building each other's success.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: People Skills - The Win-Win of Being a Team Player

Duration 0 hours 4 minutes

Express: People Skills - Win Over with Body Language (Infographic)

Body language is something all humans use—consciously or not. With some thought, intention and practice, you can improve the body language you use when interacting in your community to send clear signals that you are interested, engaged and confident.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: People Skills - Win Over with Body Language (Infographic)

Duration 0 hours 2 minutes

Express: Personal Growth - Coping With Life's Curveballs (Infographic)

Do your days always go exactly as planned? Do anyone's? When life throws you a curveball can you easily shift and adjust, or do you get mired in emotions and "should-have-beens?" Learn to adapt in a more successful and healthy way by using this four-step C.O.P.E. strategy: Chill, Options, Proceed and Evolve.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Personal Growth
Supervisor/Employee ALL

Languages ENG

Course Versions
Express: Personal Growth - Coping With Life's Curveballs (Infographic)

Duration 0 hours 2 minutes

Express: Personal Growth - Flip the Script on Emotional Labor

Whether you realize it or not, you are carrying out emotional labor every day in your community and often all day long. It's no wonder you're exhausted at the end of the day! Learn what emotional labor is, how it can affect you, the way most people accomplish emotional labor and a better, healthier approach.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Personal Growth
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Personal Growth - Flip the Script on Emotional Labor

Duration 0 hours 6 minutes

Express: Personal Growth - Personal Resilience, Professional Success

Why is it that some people are able to spring back from even the biggest setbacks, while for others, every little misstep seems either to crush them or make their heads explode. Often, the explanation has to do with each person's level of resilience. Learn what resilience is, why it matters and how you can build yours to help weather both personal and professional challenges.

Duration 0 Hours 8 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Personal Growth
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Personal Growth - Personal Resilience, Professional Success
Duration 0 hours 8 minutes

Express: Personal Growth - The Power of Patience

Patience may sound like an old-fashioned value, but it's actually vital in the workplace. Patience can reduce stress and conflict, build better relationships and help people to reach their long-term goals. In short, patience is a superpower. Improve your patience with practice and the techniques discussed here.

Duration 0 Hours 8 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Personal Growth
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Personal Growth - The Power of Patience
Duration 0 hours 8 minutes

Express: Quiet Quitting: What, Why and How to Approach (Infographic)

Going the extra mile to get a lease or turn an apartment has long been part of multifamily work culture. Now, "quiet quitting" may be a symptom that it's time to reassess both management practices and expectations of team members. Though the term "quiet quitting" is a recent one, the phenomenon is not new and it's not limited to our industry. Let's look at the facts surrounding quiet quitting, dispel the myths and discuss what you can do about it.

Duration 0 Hours 2 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Express: Quiet Quitting: What, Why and How to Approach (Infographic)
Duration 0 hours 2 minutes

Express: Workplace Savvy - Crying at Work

Most of us have felt it at one time or another. You're at work and get hit with an overwhelming emotion. Tears spring to your eyes right in front of your supervisor, teammates or—worst of all—a customer. Learn how tears in the workplace can be regarded by others, tips for preventing or stopping the drips, and additional considerations for supervisors.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - Crying at Work
Duration 0 hours 3 minutes

Express: Workplace Savvy - Emojinal Intelligence in the Workplace

Do you use emojis in your communications with residents and teammates? Should you? Get the lowdown on emoji etiquette for texts, emails, social media posts and other business communications when messaging residents, teammates, supervisors and more.

Duration 0 Hours 6 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - Emojinal Intelligence in the Workplace
Duration 0 hours 6 minutes

Express: Workplace Savvy - Professional Dress Matters (Infographic)

Have you been told your community office standard for dress is “professional”? Unless your company has a detailed policy on what professional dress means, how will you know when you’ve hit the mark? These guidelines will fit most community office environments. Also included are tips for casual work days and reasons why professional dress still matters.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - Professional Dress Matters (Infographic)
Duration 0 hours 2 minutes

Express: Workplace Savvy - Professional Texting (Infographic)

To text or not to text? When done correctly, texting can be a powerful tool to provide excellent, quick customer service, foster communication between residents and team members, build trust, and encourage engagement—all of which leads to higher retention rates and a happier community.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - Professional Texting (Infographic)
Duration 0 hours 3 minutes

Express: Workplace Savvy - The Buzz on Business Writing (Infographic)

Everyone knows how to write, right? That depends. Business writing has its own standards and, if those are broken, the writer ends up disrespected—or worse. In just a few minutes, you can review the basics of writing clear, professional messages when communicating with team members, residents and customers.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - The Buzz on Business Writing (Infographic)
Duration 0 hours 3 minutes

Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)

Commas, periods and word mix-ups...oh my! Grammar mistakes can tarnish both the impact and professionalism of your business correspondence. Whether you’re contacting a team member, resident or customer, remember these basic grammar rules to polish up your writing and let your message shine.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Workplace Savvy
Supervisor/Employee ALL
Languages ENG

Course Versions
Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)
Duration 0 hours 3 minutes

Federal Fair Housing

Fair housing is an important consideration for multifamily communities. During this series, you will develop a greater understanding of laws that prohibit discrimination in housing, learn which classes are protected from housing discrimination, examine prohibited acts, review potential liability and enforcement for violations, and explore strategies for compliance.

Duration 1 Hour 30 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Federal Fair Housing

Duration 1 hour 30 minutes

Federal Fair Housing - Virginia

The Federal Fair Housing Act protects against discrimination that is aimed at people who rent apartment homes. It's up to communities and team members to uphold the law. During this series, you will develop a greater understanding of laws that prohibit discrimination in housing, learn which classes are protected from housing discrimination, examine prohibited acts, review potential liability and enforcement for violations, and explore strategies for compliance. You will also learn how to apply the laws to common considerations regarding assistance animals and advertising. In its entirety, this sequence of courses has been approved by the Virginia Department of Professional and Occupational Regulation (DPOR) and meets the two-hour training time required by the state of Virginia.

Duration 2 Hours 0 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Federal Fair Housing - Virginia

Duration 2 hours 0 minutes

Federal Fair Housing Maintenance

Fair housing is an important consideration for multi-family housing. During this series, you will develop a greater understanding of laws that prohibit discrimination in housing, understand which classes are protected from housing discrimination, explore prohibited acts, review potential liability and enforcement for violations, and explore strategies for compliance.

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Federal Fair Housing Maintenance

Duration 0 hours 35 minutes

Federal Fair Housing Refresher Series

To provide outstanding customer service and promote inclusion, learning about fair housing regulations shouldn't be a box that's checked and then forgotten. All multifamily professionals need to retain their knowledge of details on the law, compliance, protected classes, and avoiding discriminatory practices. Our Fair Housing Refresher Series reinforces critical strategies for community team members who have previously completed our comprehensive fair housing training while keeping current with annual compliances.

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

Federal Fair Housing Refresher Series

Duration 0 hours 45 minutes

Following Up after Virtual and Self-Guided Tours

From virtual to self-guided tours, communities find that, in general, customers like this new way of leasing an apartment. But how do you make up for the loss of face-to-face time with a customer? Following up with customers after a virtual or self-guided tour can bridge the gap if you know what to include in your follow-up efforts, when and how to follow up, and if you have strategies and protocols in place to get your follow-ups done.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Following Up after Virtual and Self-Guided Tours

Duration 0 hours 20 minutes

From Generations to Individuals: A Better Workplace Narrative

A lot is said about how to work with or manage different generations in the workplace. But is that narrative valid? Or is it ageism in disguise? Learn why we need to operate under a better narrative: one that sees each person as an individual with a different work style, personality, values and opinions. Furthering this narrative, we'll explore using best-practice interpersonal skills that can truly make a difference when conflicts arise between people of similar or different ages.

Duration 0 Hours 12 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions
From Generations to Individuals: A Better Workplace Narrative

Duration 0 hours 12 minutes

GH Express: Fair Housing - HUD's Best Practices for Using Criminal Records in Housing

While most onsite personnel don't control the applicant screening procedures for their communities, some do, and more importantly, many regional and national housing operators need to remain up-to-date on these clarifications. This booster is recommended for those personnel. In this learning booster, you'll learn five HUD-recommended best practices for using criminal records in a way that complies with the Fair Housing Act.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
GH Express: Fair Housing - HUD's Best Practices for Using Criminal Records in Housing

Duration 0 hours 5 minutes

GH Express: Fair Housing - Limited English Proficiency

A big part of your job is communicating with customers, but what do you do when you and your customer speak different languages? This booster will reinforce your knowledge of HUD's recommendations for working with customers who have Limited English Proficiency.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
GH Express: Fair Housing - Limited English Proficiency

Duration 0 hours 5 minutes

GH Express: Fair Housing - Local Nuisance Ordinances

Nuisance ordinances identify certain activities as “nuisances” and require property managers to either stop the nuisance behavior or face a penalty, such as a fine. But how do these ordinances relate to fair housing? This booster will reinforce your understanding of how local nuisance ordinances and fair housing law interact.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
GH Express: Fair Housing - Local Nuisance Ordinances
Duration 0 hours 5 minutes

GH Express: Fair Housing - Marijuana and Smoke-Free Policies

Conflicting laws regarding marijuana use cause a lot of confusion for those in the multifamily housing industry. Is marijuana legal...or not? Can your community have policies prohibiting marijuana use? In this booster, you’ll learn the answers to these questions and more as we explore the challenges of implementing and enforcing smoke-free policies.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
GH Express: Fair Housing - Marijuana and Smoke-Free Policies
Duration 0 hours 5 minutes

GH: Designing an Equitable Workplace Dress Code for Supervisors

In this course, learn how to avoid common dress code mistakes and design a fair, equitable, and accommodating dress code.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
GH: Designing an Equitable Workplace Dress Code for Supervisors
Duration 0 hours 10 minutes

Golf Cart Safety Series

Golf carts and other similar light-duty vehicles are commonly used in apartment communities. Golf carts are convenient and fun. And because they are used for travel to short distances, safety considerations are often overlooked, increasing the potential for injury and liability issues. Through humorous scenarios, you will learn safe driving and parking skills and protocols, rooted in both OSHA and ANSI standards.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Safety
Supervisor/Employee ALL
Languages ENG

Course Versions
Golf Cart Safety Series
Duration 0 hours 35 minutes

Human Trafficking and Your Community

Never say, “It can’t happen here.” Human trafficking happens everywhere, and apartment communities are not immune. Learn about the types of human trafficking,

how to identify potential victims and detect the signs that trafficking may be happening in your community, and what to do if you identify those signs, or if something just doesn't seem right. This course has been approved by the Florida Department of Business & Professional Regulation. The curriculum meets all the requirements currently set forth in section 509.096, Florida Statutes.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Legal Issues
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Human Trafficking and Your Community
Duration 0 hours 15 minutes

In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)

In February 2023, the final rules of the Housing Opportunity Through Modernization Act (HOTMA) were implemented. HOTMA changes many aspects of federal affordable and multifamily housing programs. Learn the recent changes, how they affect communities and residents, and what you should do to ensure compliance with the law.

Duration 0 Hours 3 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Legal Issues
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)
Duration 0 hours 5 minutes

In the Know: Are You VAWA Compliant? (Infographic)

The U.S. Violence Against Women Act (VAWA) provides protections against housing loss for victims of domestic violence, sexual assault, dating violence and stalking. This easy-to-read summary tells which communities are subject to VAWA regulations and describes the basic provisions required by the law.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Legal Issues
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Are You VAWA Compliant? (Infographic)
Duration 0 hours 5 minutes

In the Know: City of Chicago 2022 Sexual Harassment Ordinance (Infographic)

Understanding and complying with the requirements outlined by the City of Chicago can help multifamily employers and employees prevent sexual harassment violations. This summary of the new 2022 ordinance briefly explains the modified definitions, requirements for written policy and training requirements, record-keeping stipulations and penalties for violations.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee Supervisor
Languages ENG

Course Versions
In the Know: City of Chicago 2022 Sexual Harassment Ordinance (Infographic)
Duration 0 hours 5 minutes

In the Know: Community-Based Fraud (Infographic)

Learn the basics of application and lease fraud, including the different types of fraud, the tactics and red flags of people attempting to commit fraud, and the steps you can take to protect your community from fraud.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Community-Based Fraud (Infographic)
Duration 0 hours 4 minutes

In the Know: COVID-19 (Infographic)

With alerts flying around the media about the novel coronavirus, COVID-19, you may wonder how to best prepare your community. Get in the know with this multi-family specific information that covers considerations for your team, facilities, residents and more.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject COVID-19
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: COVID-19 (Infographic)
Duration 0 hours 4 minutes

In the Know: Cyber Smarts During COVID-19 (Infographic)

The struggle to stay cyber safe is hardly new to the Coronavirus pandemic landscape. But this landscape has brought a wave of new cyber criminal activity and challenges to how work gets done. Learn to recognize scams and threats, how to avoid getting tricked, and tips to keep your home work environment as cyber safe as possible.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject COVID-19
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Cyber Smarts During COVID-19 (Infographic)
Duration 0 hours 5 minutes

In the Know: Data Security (Infographic)

It's second nature to lock up tools, keys and office doors, but what about the online community data that you use everyday? Data thieves count on team members letting down their guards just once. Don't be the one that leaves the door open. Get up to speed or refresh your knowledge on strong passwords, mobile device use, connecting to networks, flash drives and more. Plus, supervisors will benefit from a high level review of data security risk management plans.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Risk Management
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Data Security (Infographic)
Duration 0 hours 10 minutes

In the Know: ESG and Multifamily Corporations (Infographic)

At the corporate level of multifamily companies, ESG (Environmental, Social and Governance) initiatives can be both similar to and different from an on-site community ESG program. Learn why ESG is important to multifamily companies plus discover ideas and special considerations for ESG initiatives.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No

Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages ENG

Course Versions
In the Know: ESG and Multifamily Corporations (Infographic)

Duration 0 hours 3 minutes

In the Know: ESG, Your Community and You (Infographic)

ESG-thinking leads corporations to carry out environmental, social and governance policies that positively impact employees, customers, society at large and our environment. This trend has likely impacted or will impact your community, too. Discover how ESG principles apply in a community setting, why they are important and what to consider when carrying out your own ESG initiatives.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: ESG, Your Community and You (Infographic)

Duration 0 hours 3 minutes

In the Know: Eviction Consideration After the CDC Moratorium (Infographic)

The CDC eviction moratorium related to COVID is a concern for the multifamily industry in general and individual communities in particular. Get in the know about when to seek legal counsel and how to prepare now, as well as the potential impacts on residents, team members and your community's reputation when the moratorium is lifted.

Duration 0 Hours 7 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject COVID-19

Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Eviction Consideration After the CDC Moratorium (Infographic)

Duration 0 hours 7 minutes

In the Know: Fair Credit Reporting Act (Infographic)

Checking a customer's credit rating may seem like a routine task, but if you stray outside of the laws that govern credit reporting, that routine task could end up being an illegal act. Get informed about the Fair Credit Reporting Act, how to legally request a credit report, and the actions you must take if you wind up with an unfavorable report.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Legal Issues
Supervisor/Employee ALL
Languages ENG

Course Versions
In the Know: Fair Credit Reporting Act (Infographic)

Duration 0 hours 6 minutes

In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)

In March 2023 in Florida, a tort reform bill (HB 837) was signed into law that significantly changes how personal injury and wrongful death lawsuits are filed and litigated in the state. Learn the requirements, deadlines, and steps you should take to ensure you and your community receive full protection under the tort reform law.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Legal Issues
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions

In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)

Duration 0 hours 3 minutes

In the Know: Follow-ups Make the Difference (Infographic)

What if you left a phone message asking about something you needed to purchase, but no one called you back? Would it feel like your business wasn't wanted? That's how our customers feel when we fail to get back to them with information or a simple, "How is your apartment search going?" Improve your leasing with tips for keeping follow ups on track despite any disruption. Plus, learn recommended timing and techniques for follow ups following a virtual tour and suggested conversation openers for follow-up calls and emails.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Follow-ups Make the Difference (Infographic)

Duration 0 hours 4 minutes

In the Know: Government Proposal on Banning Hidden Fees (Infographic)

The Federal Trade Commission has proposed a new rule banning fees considered to be deceptive to consumers, including convenience and processing fees. For multifamily companies, the proposal outlines specific steps to provide honest, transparent pricing.

This rule has been proposed but is not currently in effect. Learn how to prepare if the rule is implemented.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Legal Issues

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Government Proposal on Banning Hidden Fees (Infographic)

Duration 0 hours 3 minutes

In the Know: Hoarding (Infographic)

Your maintenance team reports one apartment is stacked floor to ceiling with magazines and newspapers. Before you contemplate eviction or plan for additional dumpster capacity, get in the know. Learn about hoarding, the potential impacts to communities and residents, and how to handle the situation while staying on the right side of fair housing laws.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Legal Issues

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Hoarding (Infographic)

Duration 0 hours 2 minutes

In the Know: Legal Considerations and COVID-19 (Infographic)

The COVID-19 pandemic has led to numerous questions about potential legal considerations for communities. This information, presented in a Q&A style with examples, discusses changes in community policies, maintenance considerations, rent reduction requests, ill or quarantined residents and more.

Duration 0 Hours 8 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject COVID-19

Supervisor/Employee Supervisor

Languages ENG

Course Versions

In the Know: Legal Considerations and COVID-19 (Infographic)

Duration 0 hours 8 minutes

In the Know: Miya's Law For Florida (Infographic)

In June 2022, a law was passed in Florida aimed at strengthening resident safety. It is known as "Miya's Law." Learn why Miya's Law came about, what it requires of Florida multifamily communities, and how to pursue compliance.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Legal Issues

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

In the Know: Miya's Law For Florida (Infographic)

Duration 0 hours 3 minutes

In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Connecticut's Senate Bill 998 became law in June 2023, focusing on residents' rights and housing quality. It affects resident fees, deposits, evictions, rent increases for specific groups, pre-occupancy walk-throughs, and more. Discover details, ensure compliance, and understand the benefits for both residents and the community.

Duration 0 Hours 3 Minutes

Package Essentials

Content Provider Edge2Learn

Subject Legal Issues

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Duration 0 hours 3 minutes

In the Know: Sight-Unseen Leasing (Infographic)

Working with prospective residents remotely creates unique challenges. Understand what parts of the leasing process stay the same and what changes. Learn ideas for remote leasing procedures, and gather insights for how to support and guide your customer from first contact to application.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Sight-Unseen Leasing (Infographic)

Duration 0 hours 4 minutes

In the Know: Video Tour Production (Infographic)

Whether you're intimidated or excited about virtual tours, a little know-how will smooth the way. Discover the gear you'll want for recording or streaming video, how editing can improve recorded videos, suggestions for editing software, and the techniques that will build your confidence and show your community to its best advantage.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Video Tour Production (Infographic)

Duration 0 hours 4 minutes

In the Know: Virtual Tours (Infographic)

No more guided tours? No worries. If your community has suspended regular touring activities during the COVID-19 epidemic, there are alternatives for demonstrating your apartment homes and community.

Explore options including live streaming tours, video chat and video recordings, along with technical and sales tips for professional, effective results.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

In the Know: Virtual Tours (Infographic)

Duration 0 hours 4 minutes

Interviewing Series

An interview is your first chance to get to know a person who might become your next top contributor. But how do you sort out the best from the rest? In addition to learning more about the benefits of good interview skills, this course will boost your aptitude in planning your interview process and strategy, preparing questions that focus on what you need to know, conducting interviews and evaluating a candidate's responses.

Duration 1 Hour 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Interviewing Series

Duration 1 hour 5 minutes

Involuntary Terminations

Caring about each team member's success is necessary for being a good leader. That's what makes terminating team members one of the hardest things that managers sometimes have to do, even for serious behavior violations. You owe it to yourself and those team members to do the job well and do it right. It starts with knowing the legalities involved, then carefully weighing the decision, getting your procedural ducks in a row, conducting the meeting and, finally, closing the loop with the rest of your team.

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Involuntary Terminations

Duration 0 hours 35 minutes

Ladder Safety Series

Falls from portable ladders are one of the leading causes of occupational fatalities and injuries. During this course, you will learn how to minimize the risk of injury with proper ladder selection, inspection, and use. You will also explore how to avoid various common mistakes of ladder use.

Duration 0 Hours 25 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Safety

Supervisor/Employee ALL

Languages ENG

Course Versions

Ladder Safety Series

Duration 0 hours 25 minutes

Leasing 101 Series

Watch the debut season of The Crew, a multi-episode series starring the leasing team of The Heights apartment community. Discover the secrets of successful leasing pros Maria, Sam, Rachel, and Diane as they journey from the initial inquiry to closing stages. They'll share their best practices for communicating with prospective residents and teach important procedures to ensure your safety during tours. Then test your own knowledge with question-and-answer activities to prove you have what it takes to close the deal.

Duration 1 Hour 13 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions
Leasing 101 Series

Duration 1 hour 13 minutes

Leasing 201 Series

Watch the second season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane dive into the details of best practice techniques for initial inquiries. Discover the advanced skills successful leasing consultants use to understand needs, customize the experience, and act as trusted advisors while responding to a variety of internet leads and telephone inquiries. Then test your knowledge and show off your inquiry response skills with a fan Q&A challenge.

Duration 1 Hour 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Leasing 201 Series

Duration 1 hour 5 minutes

Leasing 202 Series

Catch the third and final season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane explore best practice techniques for touring, closing, and following-up. Watch as the crew flexes their leasing muscles and differentiates their community by skillfully reading customer cues, using trial closing techniques, and reframing objections. And, don't miss the final moment when Diane reveals her team's secrets to their success. Then see if you have what it takes to stand above the competition with a fan Q&A challenge.

Duration 0 Hours 55 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Leasing 202 Series

Duration 0 hours 55 minutes

Marketing 101 Series

Effective marketing helps your community to attract, convert and retain residents in a highly competitive environment. During this series, you will learn how to focus on the customer experience when applying marketing practices that are tailored to the multifamily industry.

Duration 1 Hour 50 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Marketing

Supervisor/Employee ALL

Languages ENG

Course Versions

Marketing 101 Series

Duration 1 hour 50 minutes

Mold Awareness Series

Indoor mold is an unwelcome visitor most communities have to deal with at some point. Get up to date on mold facts, risks and liability issues as well as the best ways to prevent and detect mold growth and deal with it when it occurs, from documentation to remediation and communicating with residents.

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee ALL

Languages ENG

Course Versions

Mold Awareness Series

Duration 0 hours 45 minutes

Onboarding Series

New team member onboarding is often thought of as a first-day-of-work event involving HR paperwork, a tour and meeting the team. But onboarding is much more than that and can be a crucial part of ensuring a new team member's success and retention. Find out what true onboarding is, what it delivers that a simple one-day orientation does not, why and how to pave the path with

preboarding, and the important components of an onboarding process from day one through the following weeks and months.

Duration 0 Hours 50 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Onboarding Series
Duration 0 hours 50 minutes

Practice Exercise: Leasing Fundamentals Skill Drill - eLeads

Even pro sports players and peak performance artists need to sweat through practice drills. It's all about sharpening skills and building muscle memory. Likewise, these compact, focused skill drills provide a safe and supported way to build leasing muscle. In these three skill drills you'll practice responding to eLeads via email. Each one includes a brief skill refresher, warm-up exercises and then a series of practice scenarios that put leasing professionals in the moment, responding to customers. Pick and choose which drills you'd like to complete, or try them all for a comprehensive practice session. Focus on areas needing improvement, or break up training into short sessions spread over time. (Best viewed in Google Chrome.)

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Practice Exercise: Leasing Fundamentals Skill Drill - eLeads
Duration 0 hours 30 minutes

Practice Exercise: Leasing Fundamentals Skill Drill - Phone

Even pro sports players and peak performance artists need to sweat through practice drills. It's all about

sharpening skills and building muscle memory. Likewise, these compact, focused skill drills provide a safe and supported way to build leasing muscle. In these three skill drills you'll practice responding to phone inquiries. Each one includes a brief skill refresher, warm-up exercises and then a series of practice scenarios that put leasing professionals in the moment, responding to customers. Pick and choose which drills you'd like to complete, or try them all for a comprehensive practice session. Focus on areas needing improvement, or break up training into short sessions spread over time. (Best viewed in Google Chrome.)

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Practice Exercise: Leasing Fundamentals Skill Drill - Phone
Duration 0 hours 30 minutes

Preventive Maintenance Series

Preventive maintenance takes a proactive approach to maintaining the physical condition of buildings, landscaping and equipment. At first glance, preventive maintenance may sound costly and time consuming, but the payoffs can be huge for a well-implemented program. Learn about the benefits, how to tailor a program for your community, create a master task list and schedule, and get the entire team onboard.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Risk Management
Supervisor/Employee ALL
Languages ENG

Course Versions
Preventive Maintenance Series
Duration 0 hours 30 minutes

Recruiting Series

Recruiting is the first step in building a winning team. Strong recruiting strategies lay the foundation for a

sustainable competitive advantage. This recruiting series will take you through the process, helping you strengthen your image as an employer and frame your Value Proposition. You will learn how to generate the strongest pool of candidates and find the right players to elevate your team to championship level.

Duration 1 Hour 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Recruiting Series

Duration 1 hour 25 minutes

Renewals Series

More often than not, sales teams put most of their effort into new leases because apartment tours, applications and prospect follow-ups are time-intensive. However, renewing residents are the heart and soul of any successful community. They're the ones who plant roots and help shape the community's environment. Unfortunately, managing the renewal process is sometimes treated as an afterthought. It's crucial to effectively and strategically manage renewal timing, communications and operations for residents whose leases are expiring.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Renewals Series

Duration 1 hour 0 minutes

Select a Candidate, Make an Offer Series

When the dust settles from interviews, you may have one stand-out candidate, or you may have many. To make a final decision, you'll want to compare candidates against your list of necessary skills, look for a culture

match, and do background and reference checks. This series will hone those skills, help you compose a compelling offer and reel in your new team member.

Duration 0 Hours 49 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Select a Candidate, Make an Offer Series

Duration 0 hours 49 minutes

Self-Guided Tours Series

Whether your community already offers self-guided tours or is just exploring the possibility, in this course you'll discover the basic variations in program types, learn about the potential impacts and value added by self-guided tours, discover how the leasing process may vary from traditional tours, and consider implementation, marketing and management for your self-guided tour program.

Duration 0 Hours 23 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Self-Guided Tours Series

Duration 0 hours 23 minutes

Sexual Harassment CA Employees

Sexual harassment in the workplace poses real and serious issues for the safety of employees and sustainability of your business. In this series, you will review a brief history of the laws regarding harassment claims, distinguish between the different types of harassment, recognize unacceptable behaviors in the workplace, explore everyone's responsibilities in preventing harassment or discrimination and explore how California state law differs from federal law regarding sexual harassment.

Duration 1 Hour 30 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee Employee
Languages ENG

Course Versions
Sexual Harassment CA Employees
Duration 1 hour 30 minutes

Sexual Harassment CA Supervisors

Sexual harassment in the workplace poses real and serious issues for the safety of employees and sustainability of your business. In this series, you will review a brief history of the laws regarding harassment claims, distinguish between the different types of harassment, recognize unacceptable behaviors in the workplace, explore everyone's responsibilities in preventing harassment or discrimination and explore how California state law differs from federal law regarding sexual harassment. Supervisors will review an additional information about their unique responsibilities with addressing issues of harassment and managing claims if they arise.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Sexual Harassment CA Supervisors
Duration 2 hours 0 minutes

Sexual Harassment Employees

Sexual harassment in the workplace poses real and serious issues for the safety of employees and sustainability of your business. In this series, you will review a brief history of the laws regarding harassment claims, distinguish between the different types of harassment, recognize unacceptable behaviors in the workplace, and explore everyone's responsibilities in preventing harassment or discrimination.

Duration 1 Hour 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee Employee
Languages ENG/ESP

Course Versions
Sexual Harassment Employees
Duration 1 hour 15 minutes

Sexual Harassment Review

Sexual harassment is one of the most subtle forms of discrimination. This course provides a review of the key concepts from Identifying Sexual Harassment, Understanding the EEOC and Employer Responsibility, Legal Considerations of Sexual Harassment and Responsibilities and Obligations.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Sexual Harassment Review
Duration 0 hours 10 minutes

Sexual Harassment Review Scenarios 1

Sexual harassment is one of the most subtle forms of discrimination. This course provides opportunities to apply key concepts from Identifying Sexual Harassment, Understanding the EEOC and Employer Responsibility, Legal Considerations of Sexual Harassment and Responsibilities and Obligations through a series of 10 scenario-based questions. Scenario Set 1.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Sexual Harassment Review Scenarios 1
Duration 0 hours 10 minutes

Sexual Harassment Review Scenarios 2

Sexual harassment is one of the most subtle forms of discrimination. This course provides opportunities to apply key concepts from Identifying Sexual Harassment, Understanding the EEOC and Employer Responsibility, Legal Considerations of Sexual Harassment and Responsibilities and Obligations through a series of 10 scenario-based questions. Scenario Set 2.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
Sexual Harassment Review Scenarios 2

Duration 0 hours 10 minutes

Sexual Harassment Supervisors

Sexual harassment in the workplace poses real and serious issues for the safety of employees and sustainability of your business. In this series, you will review a brief history of the laws regarding harassment claims, distinguish between the different types of harassment, recognize unacceptable behaviors in the workplace, and explore everyone's responsibilities in preventing harassment or discrimination. Supervisors will review an additional information about their unique responsibilities with addressing issues of harassment and managing claims if they arise.

Duration 1 Hour 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Sexual Harassment
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Sexual Harassment Supervisors

Duration 1 hour 45 minutes

Sight-Unseen Leasing Series

When apartment hunters can't come to you, how do you modify your leasing process? From initial contact to

hearing them say, "yes," we'll look at how to handle initial inquiries, modify your tour experience, conduct effective follow-up and more, all while reinforcing best-practice leasing techniques. Yes, you can fill vacancies with loyal residents, even sight unseen!

Duration 0 Hours 12 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Sight-Unseen Leasing Series

Duration 0 hours 12 minutes

Social Media Reputation Management Series

Most people begin an apartment search online and form their opinions based on what is posted in social media and through reviews. This series of courses will help you understand why it's important to have a strong online reputation, learn ways to prioritize and proactively monitor and manage your online reputation, respond to negative posts and build your reputation by cultivating brand advocates.

Duration 0 Hours 40 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Marketing
Supervisor/Employee ALL
Languages ENG

Course Versions
Social Media Reputation Management Series

Duration 0 hours 40 minutes

Spotlight: Adapting to Change - 8 Strategies to Thrive During Change (Infographic)

You can learn to handle change better and come out on top by following these eight strategies. This Spotlight originates from the Edge2Learn course: Adapting to Change Series.

Duration 0 Hours 2 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Change Management
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Adapting to Change - 8 Strategies to Thrive During Change (Infographic)

Duration 0 hours 2 minutes

Spotlight: Adapting to Change - 8 Strategies to Thrive During Change (Interactive)

You can learn to handle change better and come out on top by following these eight strategies. This Spotlight originates from the Edge2Learn course: Adapting to Change Series.

Duration 0 Hours 3 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Change Management
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Adapting to Change - 8 Strategies to Thrive During Change (Interactive)

Duration 0 hours 3 minutes

Spotlight: Adapting to Change - Coaching Your Team through Change for Supervisors (Interactive)

We know that people respond differently to change, making a supervisor's role even more challenging. Learn to customize your coaching efforts to team members who are reacting to change in very different ways. This Spotlight originates from the Edge2Learn course: Adapting to Change Series.

Duration 0 Hours 4 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Change Management

Supervisor/Employee Supervisor
Languages ENG

Course Versions

Spotlight: Adapting to Change - Coaching Your Team through Change for Supervisors (Interactive)

Duration 0 hours 4 minutes

Spotlight: Adapting to Change - Preparing Your Team for Change Supervisors (Interactive)

As a supervisor, what can you do to improve the chances of a smooth and rapid transition for your team when change comes? These tips apply to any change that's coming your way. This Spotlight originates from the Edge2Learn course: Adapting to Change Series.

Duration 0 Hours 3 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Change Management
Supervisor/Employee Supervisor
Languages ENG

Course Versions

Spotlight: Adapting to Change - Preparing Your Team for Change Supervisors (Interactive)

Duration 0 hours 3 minutes

Spotlight: Adapting to Change - The Emotions of Change (Interactive)

How do you usually react to change? Is your reaction normal? Learn about the range of emotions caused by change in this Spotlight, which originates from the Edge2Learn course: Adapting to Change Series.

Duration 0 Hours 2 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Change Management
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Adapting to Change - The Emotions of Change (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - Advantages of DEI (Interactive)

Diversity helps us adapt to a complex world, but combined with equity and an inclusive mindset, everyone wins. Find out how in this Spotlight, which originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Advantages of DEI (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - Building Cultural Competence (Interactive)

Learn to break down cultural barriers and see each other as people who simply have different values and beliefs. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Building Cultural Competence (Interactive)

Duration 0 hours 3 minutes

Spotlight: Appreciating Differentness - Equality, Equity and Justice (Infographic)

Though equality, equity and justice seem to mean the same thing, in fact the differences between these terms are very important. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Equality, Equity and Justice (Infographic)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - Improving DEI (Interactive)

Establishing and maintaining a diverse and inclusive community can be a challenge. It helps when you know what to do in day-to-day situations. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Improving DEI (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - Legal Issues Surrounding Diversity (Infographic)

Get to know the statutes that deal with diversity and the possible consequences for legal violations. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Legal Issues Surrounding Diversity (Infographic)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - Overcoming Implicit Bias (Interactive)

Implicit biases can lead people to act in ways that may be unfair or harmful to others. That's why overcoming biases is so important. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - Overcoming Implicit Bias (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - What is Cultural Competence? (Interactive)

What do we mean by cultural competence and why should we care? Learn more in this Spotlight, which originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - What is Cultural Competence? (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - What is DEI? (Interactive)

Diversity, equity and inclusion are terms that are often misunderstood. It's time to end the confusion. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - What is DEI? (Interactive)

Duration 0 hours 2 minutes

Spotlight: Appreciating Differentness - What is Implicit Bias? (Interactive)

Why do we act the way we do around people who are different? Implicit bias is probably the answer. This Spotlight originates from the Edge2Learn series: Appreciating Differentness.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Appreciating Differentness - What is Implicit Bias? (Interactive)

Duration 0 hours 3 minutes

Spotlight: Build a Positive Work Environment - Kick-Start Positivity (Infographic)

Post this list of tips where you can see it often for reminders on how to bring positivity to your workplace. This Spotlight originates from the Edge2Learn series: Build a Positive Workplace Environment.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Build a Positive Work Environment - Kick-Start Positivity (Infographic)

Duration 0 hours 2 minutes

Spotlight: Customer Service - Be Authentic (Interactive)

No one enjoys service that comes with a fake smile and false promises. Use these tips to bring the authentic

"you" to every customer interaction. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Be Authentic (Interactive)

Duration 0 hours 2 minutes

Spotlight: Customer Service - Clarity and Brevity in Communication (Interactive)

Check out these suggestions for making your customer communications brief and to the point, to increase the likelihood that they will be read. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Clarity and Brevity in Communication (Interactive)

Duration 0 hours 2 minutes

Spotlight: Customer Service - Creating Memorable Moments (Interactive)

Are you missing the chance to create memorable moments for your customers? Find out in this Spotlight, which originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No

Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service - Creating Memorable Moments (Interactive)
Duration 0 hours 3 minutes

Spotlight: Customer Service - Goals and Objectives in Communication (Interactive)

Clarify your communication goal to fine tune your approach. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service - Goals and Objectives in Communication (Interactive)
Duration 0 hours 2 minutes

Spotlight: Customer Service - Grammar and Spelling in Communication (Interactive)

Uncover three pointers for creating professional communications. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service - Grammar and Spelling in Communication (Interactive)
Duration 0 hours 2 minutes

Spotlight: Customer Service - Listening in Communication (Interactive)

Failing to truly listen can result in many customer service blunders. Improve your listening skills with these ideas. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service - Listening in Communication (Interactive)
Duration 0 hours 2 minutes

Spotlight: Customer Service - Nonverbal Communication (Interactive)

Learn how your tone and actions affect the meaning of your message. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service - Nonverbal Communication (Interactive)
Duration 0 hours 3 minutes

Spotlight: Customer Service - Positive, Lasting Impression (Interactive)

Refresh your skills on how to create a positive, lasting impression on customers with these down-to-earth pointers. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Positive, Lasting Impression (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service - Resident's View of Move-In (Interactive)

Find out how to make your resident's move-in experience exceptional. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Resident's View of Move-In (Interactive)

Duration 0 hours 2 minutes

Spotlight: Customer Service - Sharing Memorable Moments (Interactive)

Discover what makes a memorable moment and how sharing these moments is part of great customer service. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Sharing Memorable Moments (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service - Shift Your Thinking (Interactive)

It's easy to get buried in routine processes throughout the resident life cycle. But there's a better approach if you want to go beyond providing a standard customer experience. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Shift Your Thinking (Interactive)

Duration 0 hours 4 minutes

Spotlight: Customer Service - Simple Steps for Exceptional Customer Service (Interactive)

Discover the six basic steps to creating an exceptional customer experience during every service opportunity. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Simple Steps for Exceptional Customer Service (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service - Timely Responses in Communication (Interactive)

Learn tips for responding to customer messages in a timely way. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Timely Responses in Communication (Interactive)

Duration 0 hours 2 minutes

Spotlight: Customer Service - Understand Why Residents Love their Homes (Interactive)

Explore five factors that most residents feel are must-haves and tips to keep the love coming. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service - Understand Why Residents Love their Homes (Interactive)

Duration 0 hours 2 minutes

Spotlight: Customer Service Challenges - Closing the Conversation (Interactive)

Your customer has agreed to a solution, now what? Close your conversation in a way that shows you care by following these examples. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Customer Service Challenges - Closing the Conversation (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service Challenges - Common Service Dilemmas (Interactive)

Do you recognize these four common customer service challenges? Identification is the first step in knowing how to resolve each one. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service Challenges - Common Service Dilemmas (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service Challenges - Empathize and Resolve (Interactive)

Yes, you can resolve challenging customer service situations while strengthening the relationship and improving loyalty. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service Challenges - Empathize and Resolve (Interactive)

Duration 0 hours 3 minutes

Spotlight: Customer Service Challenges - Listen to Understand (Interactive)

Wanting to calm an upset customer can lead us to respond before hearing them out. Before you jump into

action, listen to understand by using these techniques. This Spotlight originates from the Edge2Learn series: Exceptional Customer Service.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Customer Service Challenges - Listen to Understand (Interactive)

Duration 0 hours 3 minutes

Spotlight: Federal Fair Housing - Accommodation and Modification Requests (Interactive)

Requests for accommodations and modifications can come at any time and potentially to any member of the team. Ensure all team members understand the protocol for addressing a request. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Accommodation and Modification Requests (Interactive)

Duration 0 hours 6 minutes

Spotlight: Federal Fair Housing - Assistance Animals (Interactive)

Understanding the ins and outs of assistance animal regulations is key to avoiding trouble under fair housing laws. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No

Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Assistance Animals (Interactive)

Duration 0 hours 3 minutes

Spotlight: Federal Fair Housing - Case Law Complaint Outcome Examples (Interactive)

See the penalties and settlements that result from two real-life discrimination complaints. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Case Law Complaint Outcome Examples (Interactive)

Duration 0 hours 3 minutes

Spotlight: Federal Fair Housing - Compliance Strategies (Interactive)

You can avoid fair housing violations with the right processes, policies and training. Discover more in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 5 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Compliance Strategies (Interactive)

Duration 0 hours 5 minutes

Spotlight: Federal Fair Housing - Defining Disability (Interactive)

Fair Housing Act protection for persons with disabilities comes with its own terminology. Learn fair housing law explanations for disability, and the term "direct threat" in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Defining Disability (Interactive)

Duration 0 hours 2 minutes

Spotlight: Federal Fair Housing - Disability Case Law Examples (Interactive)

Look behind the scenes of two actual disability violation cases. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Fair Housing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Disability Case Law Examples (Interactive)

Duration 0 hours 4 minutes

Spotlight: Federal Fair Housing - Fair Housing Law Basics (Interactive)

Discover the origins of fair housing laws, and the basic principles of the Fair Housing Act. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Fair Housing Law Basics (Interactive)
Duration 0 hours 4 minutes

Spotlight: Federal Fair Housing - Fair Housing Testers (Interactive)

The woman who is inquiring about renting an apartment home could be a legitimate customer, or could be a fair housing tester. You likely won't know the difference. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Fair Housing Testers (Interactive)
Duration 0 hours 2 minutes

Spotlight: Federal Fair Housing - Familial Case Law Examples (Interactive)

See what happens with three actual familial status violation cases. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Familial Case Law Examples (Interactive)
Duration 0 hours 3 minutes

Spotlight: Federal Fair Housing - Occupancy Guidelines (Interactive)

Occupancy policies can seem reasonable to community managers or owners, but they must pass fair housing guidelines or they can be considered discriminatory. Find out more in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Occupancy Guidelines (Interactive)
Duration 0 hours 2 minutes

Spotlight: Federal Fair Housing - Policies Impacting Families (Interactive)

Setting or enforcing policies that keep children safe, but do not discriminate against families with children is not always easy. Learn the differences in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - Policies Impacting Families (Interactive)
Duration 0 hours 4 minutes

Spotlight: Federal Fair Housing - Prohibited Acts (Interactive)

Fair housing laws apply to more than just leasing activities. Discriminatory actions can happen throughout the customer journey. Get the details in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Prohibited Acts (Interactive)

Duration 0 hours 5 minutes

Spotlight: Federal Fair Housing - Protected Classes (Interactive)

The people who are protected from housing discrimination by the Fair Housing Act are called "Protected Classes." Learn who they are in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Protected Classes (Interactive)

Duration 0 hours 4 minutes

Spotlight: Federal Fair Housing - The Enforcement Process (Interactive)

What happens if someone files a fair housing complaint? What are the potential penalties? Learn about the process in this Spotlight, which originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 6 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Federal Fair Housing - The Enforcement Process (Interactive)

Duration 0 hours 6 minutes

Spotlight: Federal Fair Housing - Understanding Familial Status (Interactive)

What counts as a "family" under the Fair Housing Act? The answer is key to avoiding discriminatory policies and upholding the law. This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Federal Fair Housing - Understanding Familial Status (Interactive)

Duration 0 hours 2 minutes

Spotlight: Federal Fair Housing - What Are Accommodations and Modifications (Interactive)

Persons with disabilities are allowed to request reasonable accommodations and modifications under

fair housing law. But, what does it mean to accommodate and modify? This Spotlight originates from the Edge2Learn series: Fair Housing.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Fair Housing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Federal Fair Housing - What Are Accommodations and Modifications (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Email Basics for Initial Inquiries (Interactive)

Responding to email inquiries can be especially challenging. Learn to write them right. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Email Basics for Initial Inquiries (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - First Impression Do's and Don'ts (Interactive)

Win customers from the first moment and make a positive first impression with this short list of do's and don'ts. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing

Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - First Impression Do's and Don'ts (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Key Elements of an Effective Email Response (Infographic)

Here are 10 tips to make your email responses to inquiries much more effective. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 1 Minute
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Key Elements of an Effective Email Response (Infographic)
Duration 0 hours 1 minute

Spotlight: Leasing 101 - Key Elements of an Effective Phone Response (Infographic)

Post this downloadable tip sheet near the phone to rock your initial customer calls. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 1 Minute
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Key Elements of an Effective Phone Response (Infographic)
Duration 0 hours 1 minute

Spotlight: Leasing 101 - Leasing Resources (Interactive)

What do your leasing resources include? Area maps? A tape measure? Learn about more key items you'll want to have handy for every tour. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Leasing Resources (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Preparing for a Tour (Interactive)

When customers show up, you'll want to be ready. Get up to speed with these tips for pre-tour preparation. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Preparing for a Tour (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Standard Tour Safety Precautions (Interactive)

Safety shouldn't be a one-and-done training topic. Get a refresher on staying safe during tours. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Standard Tour Safety Precautions (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Telephone Basics for Initial Inquiries (Interactive)

Turn initial telephone inquiries into tours by following this simple formula. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 101 - Telephone Basics for Initial Inquiries (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Tour Follow-Up Recommendations (Interactive)

Following up after a tour is essential for many reasons. Learn about why, plus recommended follow-up schedule guidelines. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 101 - Tour Follow-Up Recommendations (Interactive)

Duration 0 hours 3 minutes

Spotlight: Leasing 101 - Touring Tips (Interactive)

Refresh your touring basics from presenting a professional image to making the tour a memorable experience with this collection of touring tips. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 101 - Touring Tips (Interactive)

Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Trial Closing Techniques (Interactive)

Learn about the trial closing techniques that can help make your eventual close more of logical conclusion than a huge decision for customers. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 101 - Trial Closing Techniques (Interactive)

Duration 0 hours 2 minutes

Spotlight: Leasing 101 - Walk-In Basics for Initial Inquiries (Interactive)

Brush up on the basics for turning a walk-in customer to a walk-out resident with this run-down of do's and don'ts. This Spotlight originates from the Edge2Learn series: Leasing 101.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 101 - Walk-In Basics for Initial Inquiries (Interactive)

Duration 0 hours 2 minutes

Spotlight: Leasing 101: Tour Safety (interactive)

Situational awareness and caution are important to all leasing professionals when giving tours. Improve your safety savvy with these best practices and recommendations. This Spotlight originates from the Edge2Learn course: Leasing 101.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 101: Tour Safety (interactive)

Duration 0 hours 2 minutes

Spotlight: Leasing 201 - Be a Trusted Advisor (Interactive)

Most customers don't want to be "sold to." Engage them by taking the role of a trusted advisor. You'll learn how to earn their trust in this Spotlight, which originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 2 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 201 - Be a Trusted Advisor (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 201 - Create a Memorable Customer Experience (Infographic)

When you find out a customer's unique needs, speak to those needs and act as a trusted advisor, you create an experience that stands above the crowd. Find out more in this Spotlight, which originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 201 - Create a Memorable Customer Experience (Infographic)
Duration 0 hours 2 minutes

Spotlight: Leasing 201 - Customize Your Approach (Interactive)

Discovering where your customer is at in their buying cycle is key to customizing your approach. Learn to read the signs in this Spotlight, which originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 201 - Customize Your Approach (Interactive)
Duration 0 hours 2 minutes

Spotlight: Leasing 201 - Go Beyond Basic Customer Needs (Interactive)

Learning your customer's story is the way to understand their needs and take your leasing skills to the next level. See examples in This Spotlight, which originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 201 - Go Beyond Basic Customer Needs (Interactive)
Duration 0 hours 3 minutes

Spotlight: Leasing 201 - Make the Most of Email Inquiries (Interactive)

Initial email inquiries may provide some, little or no information on which to customize your response and connect with the customer. Luckily, there are different response strategies to use for all these situations and more. This Spotlight originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Spotlight: Leasing 201 - Make the Most of Email Inquiries (Interactive)
Duration 0 hours 4 minutes

Spotlight: Leasing 201 - Make the Most of Telephone Inquiries (Interactive)

Improving your telephone game means learning to connect through casual conversation and asking open-ended questions. Want to see this in action? Experience four conversations that use these techniques in this Spotlight, which originates from the Edge2Learn series: Leasing 201.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 201 - Make the Most of Telephone Inquiries (Interactive)

Duration 0 hours 10 minutes

Spotlight: Leasing 202 - Action Cues (Infographic)

Customers' actions on a tour, like calling a friend or taking photos, can help you learn if you're moving in the right direction or if you need to reframe the conversation. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 202 - Action Cues (Infographic)

Duration 0 hours 2 minutes

Spotlight: Leasing 202 - End it on a High Note (Infographic)

It's your last chance to review all the positives of the community with your customer. Follow these strategies

to address final hesitations and close the sale. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 202 - End it on a High Note (Infographic)

Duration 0 hours 3 minutes

Spotlight: Leasing 202 - Follow-up Call Examples (Infographic)

Learn the strategies of effective follow-up calls with customers, whether you're checking in following a tour or finalizing a successful application. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 202 - Follow-up Call Examples (Infographic)

Duration 0 hours 3 minutes

Spotlight: Leasing 202 - Follow-up Timeframes (Infographic)

After a tour, continue to provide exceptional customer service by following up within specific, recommended time frames. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 202 - Follow-up Timeframes (Infographic)

Duration 0 hours 3 minutes

Spotlight: Leasing 202 - Neutral or Negative Cues (Interactive)

Neutral or negative customer cues are a tremendous help to leasing professionals in understanding customers. They help us recognize when a certain feature is not of interest to a customer or where the community falls short in their eyes. Learn what to do when you get neutral or negative cues. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 202 - Neutral or Negative Cues (Interactive)

Duration 0 hours 2 minutes

Spotlight: Leasing 202 - Overcome Objections (Infographic)

When a prospective resident doesn't love an aspect of your community, discover how to flip the negative into a positive with the right solution. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 202 - Overcome Objections (Infographic)

Duration 0 hours 2 minutes

Spotlight: Leasing 202 - Trial Closing Techniques (Infographic)

Increase your chance of a successful lease by using strong trial-closing techniques at the end of a tour. Learn strategies for highlighting positives and offering an invitation to lease in this Spotlight, which originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 202 - Trial Closing Techniques (Infographic)

Duration 0 hours 2 minutes

Spotlight: Leasing 202 - Verbal Cues (Infographic)

What a customer says during a tour, and how you respond, can make the difference between a successful or a lackluster experience. Learn great response techniques in this Spotlight, which originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Leasing

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Leasing 202 - Verbal Cues (Infographic)

Duration 0 hours 2 minutes

Spotlight: Leasing 202 - Visual Cues (Infographic)

Paying attention to a customer's visual cues, like a smile, frown or nod, will help you discover what they value most about your community. This Spotlight originates from the Edge2Learn series: Leasing 202.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions

Spotlight: Leasing 202 - Visual Cues (Infographic)

Duration 0 hours 2 minutes

Spotlight: Recruiting - Add a Human Touch to Recruiting (Interactive)

Don't lose that perfect candidate by using a hands-off approach. It's easy to personalize recruiting when you follow the tips in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Spotlight: Recruiting - Add a Human Touch to Recruiting (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - Beyond the Basic Job Post (Interactive)

Go beyond the job description and requirements and truly sell your job to candidates with these tips for writing a great job post. This Spotlight originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Spotlight: Recruiting - Beyond the Basic Job Post (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - Branding Your Workplace Culture (Interactive)

Your workplace culture is like a personality, and your employer brand is an external message about that personality. Discover how and why to get it right in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 4 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Spotlight: Recruiting - Branding Your Workplace Culture (Interactive)

Duration 0 hours 4 minutes

Spotlight: Recruiting - Good Recruiting Pays Off (Interactive)

Seeing recruiting as an investment, rather than just a cost is the first step in discovering how good recruiting can pay off in productivity, team morale and your employer reputation. This Spotlight originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Spotlight: Recruiting - Good Recruiting Pays Off (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - Job Post Basics (Interactive)

Should your job post be short or long? Should you include the pay rate? What about a nondiscrimination

statement? Uncover the do's, don'ts and learn the basic formula for a job post. This Spotlight originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Job Post Basics (Interactive)
Duration 0 hours 4 minutes

Spotlight: Recruiting - Matching Values with Job Candidates (Interactive)

You can leverage your corporate and workplace values to attract candidates who will be a good fit. Find out more including the value that tops them all in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Matching Values with Job Candidates (Interactive)
Duration 0 hours 3 minutes

Spotlight: Recruiting - Publicizing Your Workplace Culture (Interactive)

A great workplace culture and brand won't help with recruiting unless you spread the word. Learn more in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn

Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Publicizing Your Workplace Culture (Interactive)
Duration 0 hours 3 minutes

Spotlight: Recruiting - Reduce Recruiting Time (Interactive)

The length of time your recruiting process takes can impact your chances of finding and hiring the best candidates. Discover why and learn about more impacts in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Reduce Recruiting Time (Interactive)
Duration 0 hours 3 minutes

Spotlight: Recruiting - Seeking Talent (Interactive)

Your talent search gets easier when you have a recruiting pipeline in place. Find out why and how to fill your pipeline in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 4 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Seeking Talent (Interactive)
Duration 0 hours 4 minutes

Spotlight: Recruiting - Social Media Job Postings (Interactive)

Putting your job opening on social media requires a different approach from a standard job post. Find your candidates where they hang out by mastering social media job posting. This Spotlight originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Social Media Job Postings (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - The Cost of Turnover (Interactive)

Talent search techniques are evolving and keeping up can mean a significant change in the cost of recruiting and hiring. Find out how in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - The Cost of Turnover (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - Workplace Culture (Interactive)

What is your workplace culture and how can it impact recruiting? Learn about it in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 3 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Workplace Culture (Interactive)

Duration 0 hours 3 minutes

Spotlight: Recruiting - Your Employer Value Beyond Salary (Interactive)

Pay rate is not the only thing that can appeal to job candidates. Uncover your hidden attractions. This Spotlight originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions
Spotlight: Recruiting - Your Employer Value Beyond Salary (Interactive)

Duration 0 hours 2 minutes

Spotlight: Recruiting - Your Employer Value Proposition (Interactive)

What is your employer value proposition and how can it help in recruiting? Discover the answers in this Spotlight, which originates from the Edge2Learn series: Recruiting.

Duration 0 Hours 2 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages ENG

Course Versions

Spotlight: Recruiting - Your Employer Value Proposition (Interactive)

Duration 0 hours 2 minutes

Spotlight: Workplace Respect (Infographic)

Respect in the workplace is rooted in professionalism and etiquette. These Dos and Don'ts get to the nitty-gritty of workplace behavior and can help provide the polish to benefit every team member.

Duration 0 Hours 2 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Diversity, Equity and Inclusion

Supervisor/Employee ALL

Languages ENG

Course Versions

Spotlight: Workplace Respect (Infographic)

Duration 0 hours 2 minutes

Team Retention Strategies Series

When you have the kind of workplace that team members don't want to leave, the benefits go far beyond retention, though simply stopping the revolving door is a worthy goal all by itself. Creating that kind of workplace often requires a leader to modify their approach toward team members and the workplace culture, but it can be done. Find out how to take action today and make your community an amazing place to work.

Duration 0 Hours 22 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Human Resources

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Team Retention Strategies Series

Duration 0 hours 22 minutes

The Leading Edge of Maintenance | Appliances Whirlpool Dishwasher

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 6 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | Appliances Whirlpool Dishwasher (Model #DU810SWPU3)

Duration 0 hours 6 minutes

The Leading Edge of Maintenance | G/E DISHWASHER (Model #GSD2020Z02BB)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 15 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | G/E DISHWASHER (Model #GSD2020Z02BB)

Duration 0 hours 15 minutes

The Leading Edge of Maintenance | G/E DRYER (Model #GTX22EASKOWW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 29 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | G/E DRYER (Model #GTX22EASKOWW)

Duration 0 hours 29 minutes

The Leading Edge of Maintenance | G/E STACK WASHER/DRYER (Model #WSM2420TCAWW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 28 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | G/E STACK WASHER/DRYER (Model #WSM2420TCAWW)

Duration 0 hours 28 minutes

The Leading Edge of Maintenance | G/E WASHER (Model #WJSE4150B1WW)

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 26 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | G/E WASHER (Model #WJSE4150B1WW)

Duration 0 hours 26 minutes

The Leading Edge of Maintenance | Make Ready

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 19 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | Make Ready

Duration 0 hours 19 minutes

The Leading Edge of Maintenance | Plumbing

You'll find the best resources available for your maintenance training program with our how-to series:

Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 38 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
The Leading Edge of Maintenance | Plumbing
Duration 0 hours 38 minutes

The Leading Edge of Maintenance | Pool Series

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 38 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
The Leading Edge of Maintenance | Pool Series
Duration 0 hours 38 minutes

The Leading Edge of Maintenance | Safety Precautions

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 12 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No

Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
The Leading Edge of Maintenance | Safety Precautions
Duration 0 hours 12 minutes

The Leading Edge of Maintenance | Webinar - Precautions for Maintenance Teams

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL
Languages ENG/ESP

Course Versions
The Leading Edge of Maintenance | Webinar - Precautions for Maintenance Teams
Duration 0 hours 3 minutes

The Leading Edge of Maintenance | Webinar - Precautions for Models and Vacants

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 3 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance | Webinar - Precautions for Models and Vacants

Duration 0 hours 3 minutes

The Leading Edge of Maintenance: Electrical

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 13 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance: Electrical

Duration 0 hours 13 minutes

The Leading Edge of Maintenance: HVAC

You'll find the best resources available for your maintenance training program with our how-to series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. Includes over 100 online modules, approximately 2-6 minutes each.

Duration 1 Hour 9 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score No

Content Provider Edge2Learn

Subject Maintenance

Supervisor/Employee ALL

Languages ENG/ESP

Course Versions

The Leading Edge of Maintenance: HVAC

Duration 1 hour 9 minutes

Time Management Series

The term "time management" sounds as if we can force time to slow down when we need it to or add more time into a day. So, how's that working out for you? We can't change time, but we can change how we manage time by aligning time use to our goals, creating an awareness of how we use or misuse our time, learning how to prioritize better and avoiding procrastination.

Duration 0 Hours 35 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Personal Growth

Supervisor/Employee ALL

Languages ENG

Course Versions

Time Management Series

Duration 0 hours 35 minutes

Understanding and Creating Budgets Series

Just as airplanes don't leave the ground without a flight plan, operating without a budget can lead to financial hazards in the multifamily industry. Learn why budgets are necessary, what information makes up a budget, how to decipher what a budget tells us, and how to create a basic budget for your community.

Duration 0 Hours 45 Minutes

Package Essentials

NAA CEC Credits Available No

Records Score Yes

Content Provider Edge2Learn

Subject Accounting/Financial

Supervisor/Employee Supervisor

Languages ENG

Course Versions

Understanding and Creating Budgets Series

Duration 0 hours 45 minutes

Virtual Tours Series

How can you invite a customer to look inside your apartment homes when they can't join you in person? Try a virtual tour experience using pre-recorded video or live streaming video. Explore how these options work in different leasing situations, what you'll need to get started, tips for improving the visual experience and how to incorporate best-practice leasing techniques.

Duration 0 Hours 48 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Virtual Tours Series

Duration 0 hours 48 minutes

Webinars: Customer Experience

Our industry is always in a state of change. Webinars provide a constant source of fresh ideas and insights from industry thought leaders and notable experts in property management. Multifamily training webinars are an excellent way for your team to receive quality information in a convenient, reliable manner, on-demand. Each webinar is approximately 30 minutes.

Duration 6 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee ALL
Languages ENG

Course Versions
Webinars: Customer Experience

Duration 6 hours 0 minutes

Webinars: Ratings and Reviews

Our industry is always in a state of change. Webinars provide a constant source of fresh ideas and insights from industry thought leaders and notable experts in property management. Multifamily training webinars are an excellent way for your team to receive quality information in a convenient, reliable manner, on-demand. Each webinar is approximately 30 minutes.

Duration 8 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Marketing

Supervisor/Employee ALL
Languages ENG

Course Versions
Webinars: Ratings and Reviews

Duration 8 hours 30 minutes

Webinars: Sales Training

Our industry is always in a state of change. Webinars provide a constant source of fresh ideas and insights from industry thought leaders and notable experts in property management. Multifamily training webinars are an excellent way for your team to receive quality information in a convenient, reliable manner, on-demand. Each webinar is approximately 30 minutes.

Duration 17 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leasing
Supervisor/Employee ALL
Languages ENG

Course Versions
Webinars: Sales Training

Duration 17 hours 30 minutes

Webinars: Social Media Marketing

Our industry is always in a state of change. Webinars provide a constant source of fresh ideas and insights from industry thought leaders and notable experts in property management. Multifamily training webinars are an excellent way for your team to receive quality information in a convenient, reliable manner, on-demand. Each webinar is approximately 30 minutes.

Duration 8 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Marketing
Supervisor/Employee ALL
Languages ENG

Course Versions
Webinars: Social Media Marketing

Duration 8 hours 30 minutes

Webinars: Thought Leader Webinars

Our industry is always in a state of change. Webinars provide a constant source of fresh ideas and insights from industry thought leaders and notable experts in property management. Multifamily training webinars are an excellent way for your team to receive quality information in a convenient, reliable manner, on-demand. Each webinar is approximately 30 minutes.

Duration 5 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee ALL
Languages ENG

Course Versions
Webinars: Thought Leader Webinars

Duration 5 hours 0 minutes

Workplace Diversity

Creating a workplace that honors and values diversity is vital to the success of your business. During this series, you will review important terms related to diversity, examine why diversity adds value, explore laws associated with diversity and learn about best practices for embracing a diverse workplace.

Duration 1 Hour 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee Employee
Languages ENG

Course Versions
Workplace Diversity
Duration 1 hour 15 minutes

Workplace Diversity for Supervisors

Creating a workplace that honors and values diversity is vital to the success of your business. During this series, you will review important terms related to diversity, examine why diversity adds value, explore laws

associated with diversity and learn about best practices for embracing a diverse workplace. Supervisors will explore their roles in creating and encouraging diversity in the workplace.

Duration 1 Hour 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Workplace Diversity for Supervisors

Duration 1 hour 35 minutes

Workplace Harassment

Workplace harassment prevention contributes to positive work environment. During this series, you will identify behaviors most commonly found in harassment complaints, review laws that have been enacted to protect employees, explore your responsibilities in reporting harassing behaviors and develop an understanding of how harassment claims may be addressed in an organization.

Duration 1 Hour 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee Employee
Languages ENG/ESP

Course Versions
Workplace Harassment
Duration 1 hour 10 minutes

Workplace Harassment for Supervisors

Workplace harassment prevention contributes to positive work environment. During this series, you will identify behaviors most commonly found in harassment complaints, review laws that have been enacted to protect employees, explore your responsibilities in reporting harassing behaviors and develop an understanding of how harassment claims may be addressed in an organization. Supervisors will explore their roles and legal obligations in preventing workplace harassment.

Duration 1 Hour 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Diversity, Equity and Inclusion
Supervisor/Employee Supervisor
Languages ENG/ESP

Course Versions
Workplace Harassment for Supervisors
Duration 1 hour 30 minutes