



LEADERSHIP SERIES

2012

The definition of a leader is

“a person who influences a group of people towards the achievement of a common goal.”

Good leaders are made not born. If you have the desire and willpower, you can become an effective leader. Good leaders develop through a never ending process of self-study, education, training, and experience.

The Indiana Apartment Association is proud to present the FIRST Ever Professional Leadership Series for its members. This NEW Professional Leadership Series is written specifically for the Indiana Apartment Association and designed to enhance your Regional Property Supervisors', Property Managers', and Maintenance Supervisors' careers within your company.

The individuals who complete this Professional Leadership Series will: Know their job better; Become more proficient and able to manage others; Understand human needs and emotions; Be able to problem solve more efficiently; Become better communicators and have a better understanding of themselves and how they fit into a leadership role.

This inventive Professional Leadership Series encompasses both classroom and online training. Students can pick and choose their courses. If they elect to take the entire series, they will receive a Leadership Professional completion certificate, if they choose to take one or two courses, they will receive a certificate of completion after each course taken.

This NEW original Professional Leadership Series was developed in response to member needs and is only offered through the Indiana Apartment Association. Learn more on how you and your employees can benefit from this fantastic NEW program.

2012 Professional Leadership Schedule

The Foundation of Leadership • Tuesday, February 28th, 2012 • 9am – 12:30pm
\$130 per member • \$175 per non-member

The Foundation of Leadership is also available online in three 20 minute components titled: Leadership Principles, The Hiring Process and Orienting New Team Members for \$59 each.

Topics Include:

A. Leadership Principles

- The Key to Successful Leadership

B. The Hiring Process

- Steps to the Selection Process
- How to Conduct a Good Interview

C. Orienting a New Team Member

- Training
- Giving Recognition

Certified Apartment Manager – Financial Management • Tuesday, April 17th, 2012 • 9am – 4pm

\$169 per member • \$250 per non-member

*This course is not available online.

Topics Include:

- Investment objectives
- Measuring performance
- Forms of ownership
- Loan terminology

- Adding value to investment
- Rent collection
- Controlling expenses
- Mathematics review

- Financial statements
- Budget preparation
- Extrapolation and annualization, property valuation, and more . . .

Managing Performance • Tuesday, June 12, 2012 • 9am – 12pm

\$130 per member • \$175 per non-member

Managing Performance is also available online in three 20 minute components titled: Coaching, Conducting a Performance Evaluation, and Improving Performance/Disciplinary Action for \$59 each.

Topics Include:

- A. Coaching
- B. Conducting a Performance Evaluation

- C. Improving Performance
- D. Disciplinary Action and Termination

Qualities of a Successful Leader • Wednesday, August 15, 2012 • 9am – 12pm

\$130 per member • \$175 per non-member

Qualities of a Successful Leader is also available online for Qualities of Effective Leaders at \$59.

Topics Include:

- A. What is Leadership?
- B. Qualities of Effective Leaders
- C. Leadership Style Assessment



(Courses continue on back)



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ABOUT THE INSTRUCTOR:

Sherre Helmer, holds a B.S. degree in education from Butler University.

For over 25 years she was the National Director of Training for one of the largest companies in the country.

Thousands of property management professionals have been the benefactors of her expertise and training.

She has been involved in IAA for over 20 years and developed the original "Train the Trainer" for the National Apartment Association.

She now has her own training company in which she trains multifamily employees throughout the country.

Bringing Out the Best in You • Wednesday, November 7, 2012 • 9am – 12pm
\$130 per member • \$175 per non-member

Bringing Out the Best in You is also available online in two 20 minute components titled: Presentation Skills and Work Balance at \$59 each.

Topics Include:

A. Presentation Skills

B. Work Balance

Online Training Curriculum

- To complete your Professional Leadership Series you must complete a minimum of two of the online training courses that are listed below.

- These can be completed on your own time at your own convenience at any time throughout the year, by November 30, 2012.

- The online training courses presented by Grace Hill can be accessed through the Indiana Apartment Association Website at www.iaaonline.net

Grace Hill • Course Fee: \$79 each

Risk Management

- The safety procedures and tasks for which each onsite employees should be accountable
- Steps to follow to minimize risk when entering or working in an occupied apartment
- Osha compliance
- How to prepare for emergency situations and respond should one occur
- Communicating with residents and the media during and after an emergency

Risk Management II

- Introduction to industry best practices for personal safety and loss prevention
- Recognizing risk and liability hazards present

- in your community's common areas
- Policies and procedures designed to reduce crime and increase crime awareness
- Effective methods for communicating crime and other hazards to residents and employees

Maintenance for Office Staff

- Reduce disagreement and tension between the office staff and the maintenance team
- Learn how to effectively document a service request to avoid unnecessary confusion and save the maintenance team time
- Why conducting regular staff meetings can improve communication among personnel
- Teach your associates to see "the big picture" of managing the community as a whole

- Discover simple strategies for supporting the maintenance team

Preventing Sexual Harassment

- Identify sexual harassment behaviors in the workplace
- Learn the responsibilities of employees and employers involving sexual harassment
- Discover the consequences of sexual harassment
- Keep your workplace free from sexual harassment using the strategies and skills conveyed here

Leadership 2012 Registration Form

Please register me for the following:

The Foundation of Leadership \$130/Member • \$175/Nonmember

CAM – Financial Management \$169/Member • \$250/Nonmember

Managing Performance \$130/Member • \$175/Nonmember

Qualities of a Successful Leader \$130/Member • \$175/Nonmember

Bringing Out the Best in You \$130/Member • \$175/Nonmember

Entire Course* \$775/Member • \$895/Nonmember

* Register and pay for the entire Leadership Series to receive a special discount; includes two (2) online training seminars.

Name _____

Community _____

Company _____

Address _____ City _____ Zip _____

Email _____

Authorized By (Signature) _____

(PRINT NAME) Note that Management company is responsible for all unpaid charges

Payment: Check Enclosed Bill Community VISA/MasterCard/AMEX Bill Mgmt. Co.

Name on Card _____ Zip _____

Card# _____ Expires _____

TO REGISTER BY MAIL

Indiana Apartment Association
9100 Keystone Crossing, Ste. 725
Indianapolis, IN 46240

TO REGISTER BY FAX

(317) 816-8911

TO REGISTER ON OUR WEBSITE

www.iaaonline.net

