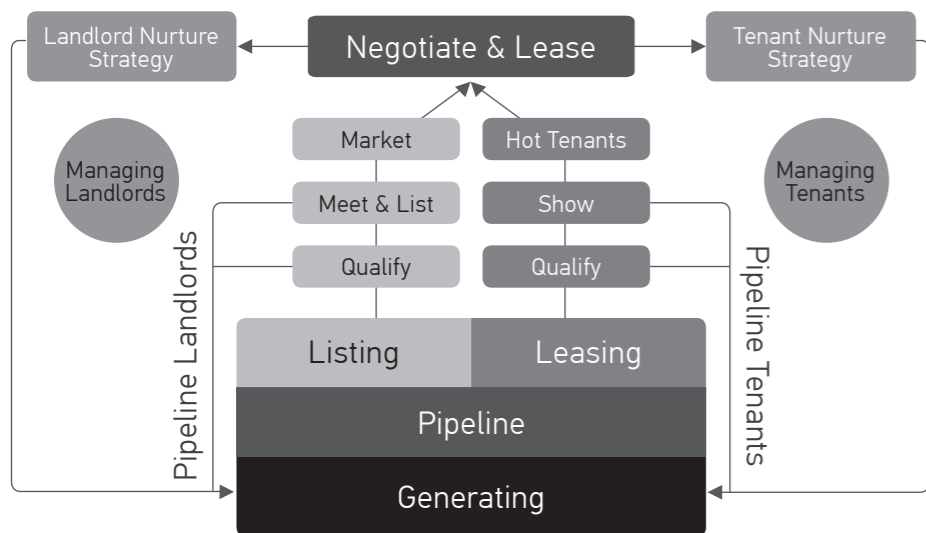


PM Performance Zone™



8 Key Goals of Property Management

- 1 Powerfully generate management opportunities into pipeline
- 2 Nurture those relationships so they are ready to list
- 3 Differentiate and win the management
- 4 Exceptional leasing strategy
- 5 Outstanding landlord relationships
- 6 Brilliant tenant relationships
- 7 Operational excellence through teamwork
- 8 Have fun and enjoy the ride

Your Showup Checklist

Who are you being?

- Reliability, Honesty & Integrity
- A sincere desire to help people
- Hardworking, Organised & Proactive
- Energy & Engaging Personality
- Staying cool under fire
- Courageous to handle small things before they become big
- Self-motivated, Committed – taking responsibility
- Enhancing Connections & Relationships
- Willing to Grow & Improve
- Team Player

Your Impact Checklist

- Creating Raving Fans
- Working Your Plan
- Positive Expectancy
- Anticipative Thinking
- "Can do" Problem Solver
- Supportive of others
- Understanding Your Contribution
- Mastering Your Ideal week/month
- Active Participation in Growth
- Embracing Technology

Creating Raving Fans

How to see complaints as a marketing opportunity.

<p>1</p> <p>LISTEN</p> <ul style="list-style-type: none"> • Stop what you are doing • 30 Second Rule • It's not personal • Think Sensitive Client • Remember sea breeze 	<p>2</p> <p>APOLOGISE</p> <ul style="list-style-type: none"> • You don't have to be wrong to say you're sorry! • Sorry to hear that's happened • For any inconvenience • We don't want this for any clients
<p>3</p> <p>ASK & CLARIFY</p> <ul style="list-style-type: none"> • Seek first to understand • Tell me more • So that I can help you best • What would you like me to do now? 	<p>4</p> <p>SUGGEST</p> <ul style="list-style-type: none"> • Based on what we've discussed... • Here's my recommendation... • Can I walk you through the process... • I think the next step is... • Remember under-promise and over-deliver
<p>5</p> <p>AGREE</p> <ul style="list-style-type: none"> • Are you okay with this? • Is that okay with you? • Do you agree on that timeframe? • I think this is the best way... yes? • Here's what I'm going to do now... 	<p>6</p> <p>FOLLOW UP</p> <ul style="list-style-type: none"> • Own the issue until resolution • Ask for support early if you're stuck • Action what needs to be done • Keep the client in the loop • Ensure the issue has been resolved



Support Team Member Growth Plan

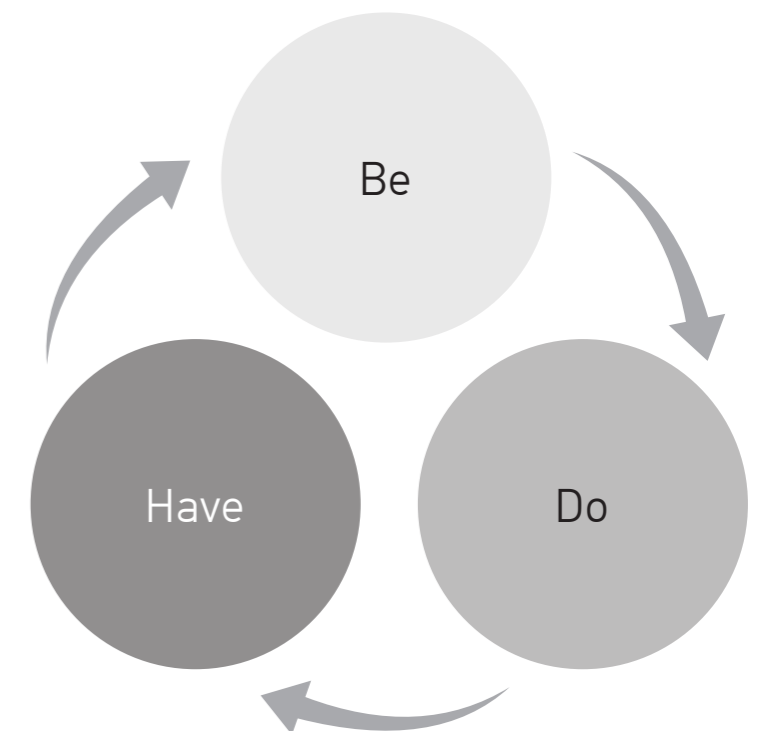
For:

Date: / /

“

The best way to predict the future is to invent it!

”



Support Team Member Growth Plan for:

Date: / /

Personal Goals

Focus - Improve Client Experience

Focus - Efficiencies + Increase Productivity

Opportunity

Professional Goals

Focus - Improve Culture + Support

Focus - Solutions Based Approach

Challenges

Business Goals

Relationship Building

New Business

Learning

Key Upgrades

Landlord Wow

Tenant Wow

Support/Coaching
