



## SUCCESS STORY

# How Royal American Improved Training Compliance by 55%

Seeking to increase employee retention and decrease the costs of workers' compensation and fair housing claims, Royal American Management turned to Grace Hill to get results.

## OVERVIEW

Royal American Management manages multifamily portfolios for over 200 communities and more than 18k units nationwide. Using Grace Hill's Vision LMS, the company recently restructured their training program resulting in 89% of employees completing required training, up from 34% just three years earlier.

## CHALLENGE

Royal American Management needed to drastically improve employee training participation and course completion, which was impacting key areas of property performance, including employee retention, workers' compensation claims and fair housing claims.

## SOLUTION

Using the Vision learning management system and guidance from their Grace Hill Account Manager, Royal American Management performed a complete restructure of their training program:

- Revised course assignments and implemented role-specific learning paths in Vision to ensure training was relevant to each employee's role and job duties.

### COMPANY PROFILE



### ROYAL AMERICAN MANAGEMENT

**Properties:** 200+

**Units:** 18k+

**Years in Business:** 50+

**Starting Compliance Rate:** 34%

**Current Compliance Rate:** 89%

## SOLUTION (CONTINUED)

- Aligned training course load with the industry best practice of 3 - 4 hours of training per month to avoid overloading employees early on and to encourage continuing education later.
- Utilized key features of Vision like downloadable workbooks, Quick Start courses, and Spanish language courses to troubleshoot individual learning challenges.
- Incorporated training compliance scores into quarterly review and transfer request criteria to incentivize training.



We have 230 properties, and we only have two open housing complaints right now. To have an organization with 18,000 plus units have only two open claims is almost unheard of.”

“Grace Hill provides an extraordinary platform for training and development that can really impact your bottom line and reduce risk. Our long-term employees see such a difference. We get so many positive comments from them, saying, ‘This is amazing. I really wish we’d had this when I started!’ That in itself is a success story!”



### Lori Agudo,

Director of Training & Talent Development  
Royal American Management

## RESULTS



89% training compliance  
(55% increase)



Lower employee  
turnover



Fewer workers'  
compensation claims



Fewer fair  
housing claims

## ORIGINAL TRAINING SCHEDULE

Year 1	All Required Training
Year 2	No Training
Year 3	No Training

## NEW TRAINING SCHEDULE

Year 1	Quick Start Courses, Required Training
Year 2	Required Training
Year 3	Required Training, Continuing Education

Learn how **Grace Hill** can improve your performance!