



# Multifamily Learning Plans

**Leverage curated, customizable learning journeys to support your team's growth.**

Grace Hill's curated Learning Plans in PerformanceHQ streamline training administration by offering a series of pre-built, role-based learning assignments that take the guesswork out of employee development. These customizable plans save valuable time and provide a clear roadmap for skill growth and career advancement. Plus, employees can self-select from available Learning Plans to explore career paths they are most interested in!



**Jump-Start  
Employee Development**



**Customize  
for Your Needs**



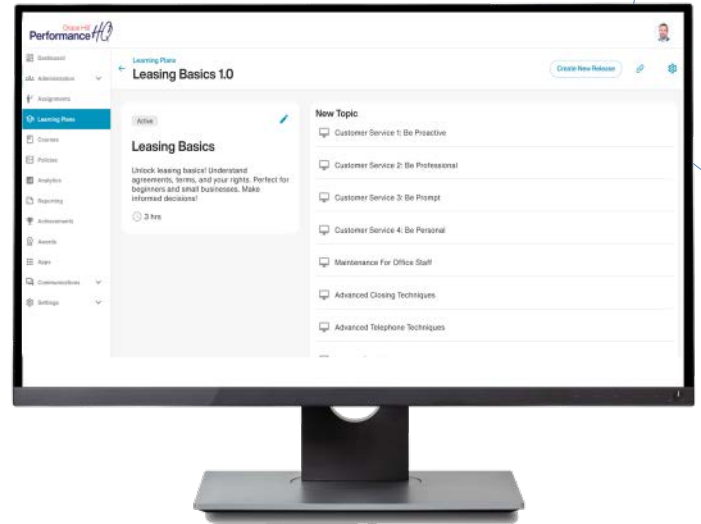
**Celebrate With  
Awards Badges**



**Incorporate Policies  
for Seamless Onboarding**

# Unlock Excellence With the Latest Industry Content

We design our training to reflect the realities of the multifamily housing industry — rooted in best practices and informed by current regulations. Click on each learning plan to see specific courses designed to build comprehensive skills around that topic.



## **Business Writing and Communication Essentials**

Master the essentials of workplace communication. Learn how to write with clarity, use proper grammar, maintain professionalism in business interactions, and navigate workplace texting and writing etiquette with confidence.

## **Conflict Management**

Develop essential skills to resolve conflicts and de-escalate tense situations. Learn practical strategies, communication techniques, and ways to stay composed in challenging interactions, both in person and over the phone.

## **Diversity, Equity, and Inclusion**

Enhance awareness and skills to create a more inclusive workplace. Learn to recognize and address bias, respond to microaggressions, use gender-inclusive language, and foster respect and equity in daily interactions.

## **Interpersonal Skills**

Enhance workplace interactions with key people skills. Learn how to be a team player, practice empathy, improve approachability, and use body language to communicate effectively.

## **Mental Health and Wellness**

Promote overall well-being with strategies for managing stress, improving mindfulness, and maintaining work-life balance. Learn techniques like mindful meditation, nature breaks, and yoga to support mental and physical health.

## **Personal Effectiveness**

Develop the essentials of professional skills. Learn how to adapt to change, sharpen critical thinking, harness emotional intelligence, optimize time management, and effectively manage stress.

## **Personal Growth and Resilience**

Build resilience and emotional strength with strategies for managing life's challenges. Learn to flip the script on emotional labor, develop patience, and foster personal growth for professional success.

## **Safety Essentials**

Develop the ability to recognize threats, respond to emergencies, prevent workplace violence, and ensure safe operation of vehicles and equipment.

## **Workplace Ethics and Compliance**

Learn about drug-free policies, sexual harassment, and workplace retaliation while gaining insights on how to maintain a harassment-free environment.

# Leadership Learning Plans Designed To Empower Future Leaders

## **Conflict Management**

Enhance your leadership skills in conflict resolution with strategies for de-escalating tense situations. Learn effective techniques for managing anger, staying composed under pressure, and fostering a calm, respectful environment for your team.

## **Diversity, Equity, and Inclusion**

Equips supervisors with practical strategies to effectively manage and resolve conflict, including de-escalating anger in person and on the phone, and maintaining composure when facing difficult individuals.

## **Human Resources and Supervisory Management**

Enhance awareness and leadership with the skills to lead inclusively. Learn to recognize and address bias, respond to microaggressions, support diverse teams, and foster an equitable and respectful workplace.

## **Leadership Essentials**

Develop key leadership skills to drive team success. Gain expertise in adapting to change, building a positive team culture, coaching effectively, and boosting employee engagement and motivation.

## **Workplace Ethics and Compliance**

Ensure a respectful and compliant workplace by gaining the knowledge to enforce key policies. Learn how to manage drug-free policies, address sexual harassment and retaliation, and prevent workplace harassment, promoting a positive environment for all employees.

# Leasing Learning Plans To Optimize Operations and Enhance Customer Satisfaction

## **Customer Experience**

Develop essential customer service skills to enhance the resident experience. Master proactive communication, professionalism, conflict resolution, and maintaining a positive community atmosphere, both in person and online.

## **Fair Housing Compliance**

Expand your Fair Housing knowledge with focused topics, including communication accessibility, disparate impact, reasonable accommodations, social media risks, and key legal protections.

## **Multifamily Marketing Fundamentals**

Learn how to promote properties creatively, engage through social media, and apply key marketing strategies tailored to multifamily housing.

## **Property Management Operations**

Gain expertise in handling sensitive situations, managing property finances, supporting maintenance needs, and navigating media interactions.

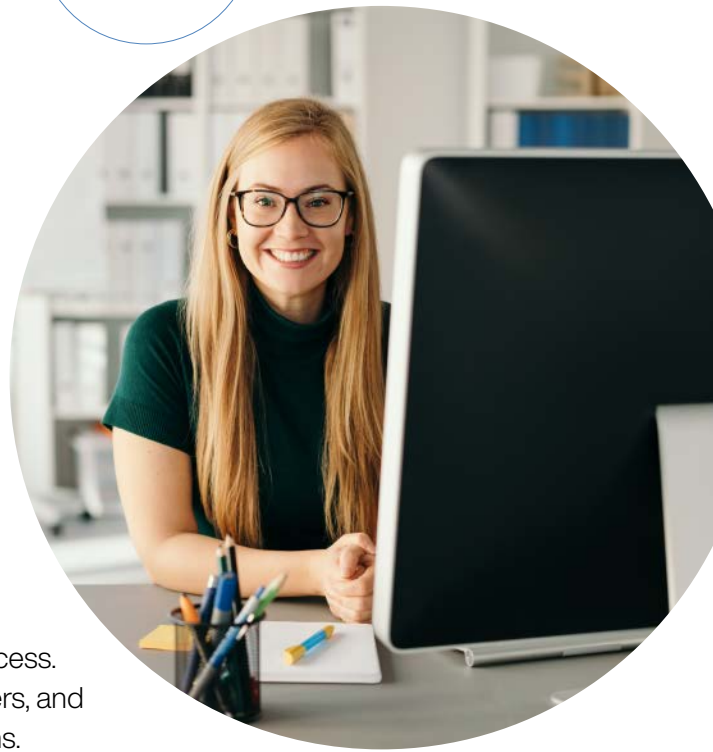
## **Resident Retention**

Learn how to deliver outstanding experiences, build trust, and support long-term community success.

## **Sales and Leasing**

Learn how to generate traffic, build connections, deliver engaging tours, overcome objections, close confidently, and adapt to both in-person and virtual leasing environments.

# Electives That Elevate Performance and Cultivate Essential Skills



## **Leadership Development**

Build essential leadership skills to drive team and community success. Gain insights into effective leadership, the role of regional managers, and strategies for influencing and motivating teams across generations.

## **Reputation Management**

Master the essentials of managing online reputation! Learn how to leverage reviews, enhance customer service, use data to improve experiences, and effectively monitor, respond to, and generate reviews.

## **Risk Management**

Learn how to assess risks, prevent emergencies, respond effectively to crises, and maintain OSHA compliance.

## **Tax Credit**

Develop essential skills for mastering tax credit compliance. Gain in-depth knowledge of eligibility rules, documentation, income verification, and unit eligibility to ensure ongoing compliance with HOTMA requirements.

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**Ready to jump-start employee training?  
Contact our experts today to get started!**