



## 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%