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Grace Hill® | FORT WORTH, TX



October 13-16, 2025

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Employee Onboarding in PerformanceHQ



“The Pains”

- **Inconsistent Employee Experiences:** Processes for onboarding, promotions, and performance improvement are manual, decentralized, and vary widely across properties or teams.
- **High Administrative Burden:** Admins and managers spend excessive time creating, assigning, tracking, and documenting employee tasks using spreadsheets, emails, and generic calendars.
- **Slow Time-to-Productivity:** New hires often feel overwhelmed or unsupported, leading to a slow ramp-up period and delayed contributions to the business.
- **Increased Turnover Risk:** Employees who lack clear goals, expectations, and a defined path for growth are more likely to become disengaged and eventually leave the organization.
- **Compliance and Documentation Gaps:** Performance improvement and corrective action plans often lack the formal structure and audit trail necessary to mitigate legal and HR risk.



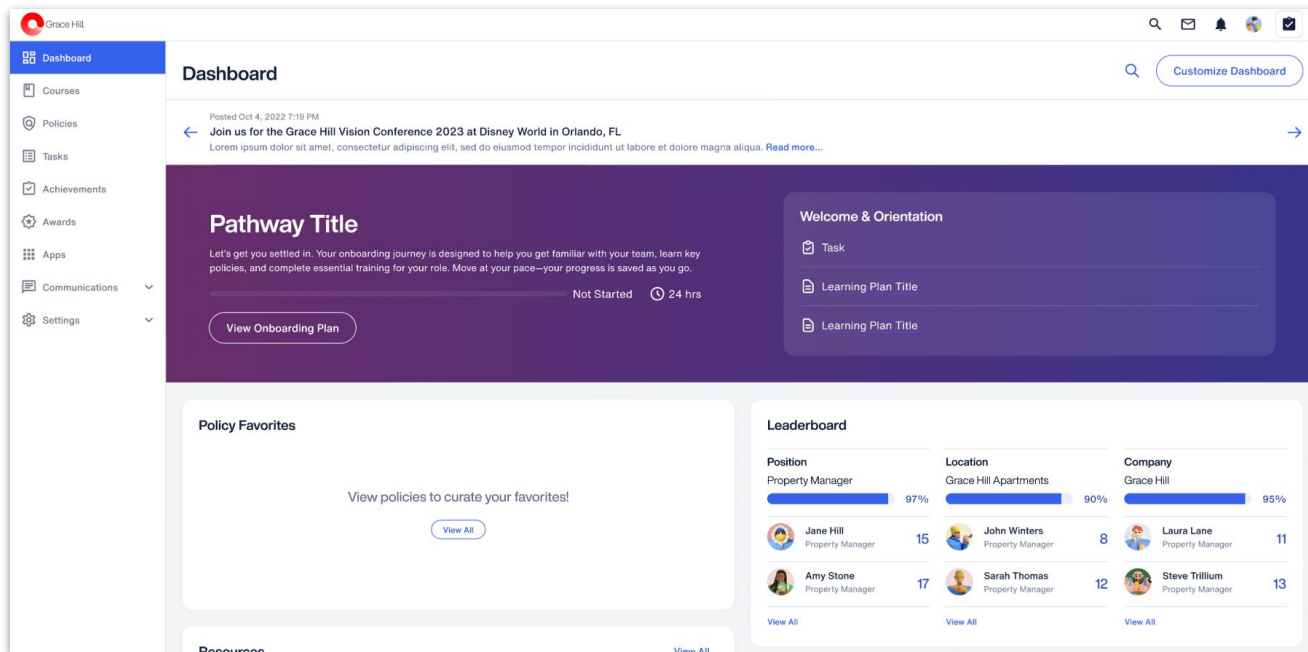
“The Gains”

- **Standardized, Scalable Processes:** Implement clear, repeatable, templated plans for every key employee journey, ensuring consistency across the entire organization.
- **Significant Time Savings:** Reduce administrative time for admins and managers by automating task assignment, tracking, and reminders.
- **Accelerated Productivity:** Achieve faster time-to-full-productivity for new hires by providing a structured, step-by-step guide of essential milestones.
- **Improved Employee Retention:** Boost engagement and loyalty by demonstrating investment in employees' growth and giving them transparency into their career development.
- **Data-Driven Decisions:** Gain real-time visibility into process adoption, completion rates, and bottlenecks to continuously improve development programs.



Dashboard Banner

- Immediate Clarity & Focus
- Reduced Friction to Action
- Motivational Visibility
- Centralized Resource Access





Plan Details & Tasks

- Eliminates Ambiguity & Anxiety
- Fosters Self-Paced Learning and Ownership
- Provides Context and Motivation
- Reinforces Accountability

The screenshot displays the Grace Hill onboarding interface. On the left is a sidebar with navigation options: Dashboard (selected), Courses, Policies, Tasks, Achievements, Awards, Apps, Communications, and Settings. The main content area is titled 'Dashboard / Pathway Title'. It features a user profile for 'Hi, [Employee Name]' with a job title and location, followed by a welcome message and a progress bar showing 'Due: 8/10/2025'. Below the profile are sections for Resources (with a 'Link Resource' button), Awards (showing 'Level 2 Leasing Agent' with a star icon), and Contacts (listing Adam Jones, Manager and Amanda Smith, Training Director). A 'Tags' section at the bottom left shows 'Value A', 'Value B', and 'Value C'. The right side of the dashboard lists tasks with completion status and due dates. The 'Welcome to Your Community' section includes a progress bar and a list of tasks: 'Set up your devices' (10 mins, Complete), 'Shadow a Senior Leasing Agent on two showings' (10 mins, Complete), 'Introduce yourself to the property manager and maintenance team' (5 mins, Complete), 'Closing with Confidence: Advanced Leasing Conversations' (1 hr, Complete), 'Legal Language: Reading and Explaining Lease Terms' (25 mins, Complete), 'Record a video walkthrough of your favorite unit and narrate it as if presenting to a prospect' (10 mins, Complete), and 'Fair Housing & Equal Opportunity Policy' (5 mins, Complete). The 'Role Readiness & Core Policies' section shows a total time of 2 hrs 20 mins and lists tasks: 'Set up your devices' (10 mins, 10/10/2025), 'Shadow a Senior Leasing Agent on two showings' (10 mins, 10/10/2025), 'Introduce yourself to the property manager and maintenance team' (5 mins, 10/11/2025), 'Closing with Confidence: Advanced Leasing Conversations' (1 hr, 10/12/2025), 'Legal Language: Reading and Explaining Lease Terms' (25 mins, 10/13/2025), and 'Record a video walkthrough of your favorite unit and narrate it as if presenting to a prospect' (10 mins, 10/14/2025). A purple badge at the bottom right indicates 'Onboarding 25%'.



Manage Plans/Tasks

- Ensure Organizational Consistency
- Accelerates Time-to-Deployment for Managers
- Provides Accurate Time Estimation and Structure
- Connects to Defined Awards

Pathways
Leasing Agent (Level 2)

[Learner Name]
[Job Title] at [Location]

Leasing Agent (Level 2)
This onboarding plan is designed to help Level 2 Leasing Agents deepen their skills in resident engagement, compliance, and leasing performance. You'll build on core leasing knowledge with more advanced strategies for closing leases, handling objections, and navigating complex resident needs.
⌚ 6 hrs 10 mins

Contacts [Edit](#)

AJ Adam Jones
Supervisor

Amanda Smith
Mentor

Awards [Edit](#)

★ Level 2 Leasing Agent

Resources [Add](#)

[Link Resource](#)

Tags [Edit](#)

Value A Value B Value C

Welcome to Your Community
This module is designed to help Level 2 Leasing Agents deepen their skills in resident engagement, compliance, and leasing performance. You'll build on core leasing knowledge with more advanced strategies for closing leases, and handling objections. ⌚ 2 hrs 10 mins

- 📋 Set up your devices ⌚ 10 mins Day 1
- 👤 Shadow a Senior Leasing Agent on two showings ⌚ 10 mins Day 2
- 🗨️ Introduce yourself to the property manager and maintenance team ⌚ 5 mins Day 2
- 🔑 Closing with Confidence: Advanced Leasing Conversations ⌚ 1 hr Day 3
- 📖 Legal Language: Reading and Explaining Lease Terms ⌚ 25 mins Day 4
- 📹 Record a video walkthrough of your favorite unit and narrate it as if presenting to a prospect ⌚ 10 mins Day 5
- ⚖️ Fair Housing & Equal Opportunity Policy ⌚ 5 mins Day 5

[+ Add Activity](#)

Communication & Connection [🔒](#)
This module is designed to help Level 2 Leasing Agents deepen their skills in resident engagement, compliance, and leasing performance. You'll build on core leasing knowledge with more advanced strategies for closing leases, and handling objections. ⌚ 2 hrs 20 mins

- 📋 Mastering the Follow-Up: Turning Interest into Leases ⌚ 10 mins Day 11
- 📞 Phone Call Flowchart: Greeting to Goodbye ⌚ 15 mins Day 12
- 📧 Leasing Email Template Library ⌚ 30 mins Day 12
- 🕒 The Art of the Tour: Making Every Moment Count ⌚ 45 mins Day 13
- 📖 Conflict Resolution in Leasing Offices ⌚ 10 mins Day 14
- 📝 Self-Assessment: Communication Confidence Check-In ⌚ 30 mins Day 15

[Cancel](#) [Save Changes](#)



Template Library

- Accelerated Deployment
- Ensured Standardization and Quality
- Facilitates Customization and Flexibility
- Promotes Adoption

The screenshot displays the Grace Hill Admin Experience interface. A sidebar on the left contains navigation links: Dashboard, Administration, Plans, Pathways, Learning Plans, Performance, Reporting, Courses, Policies, Mystery Shop, Survey, Reviews, Files, Achievements, Apps, Communications, Settings, Resource Center, and Support. The main content area is titled 'Pathways' and shows a list of active plans. A 'Create New Plan' modal is open, displaying a grid of template cards. Each card includes a title, duration, description, and 'Preview' and 'Create Plan' buttons. The cards are categorized by 'New', 'Popular', and 'Your Plan'. The background shows a progress bar and a table of assignments.

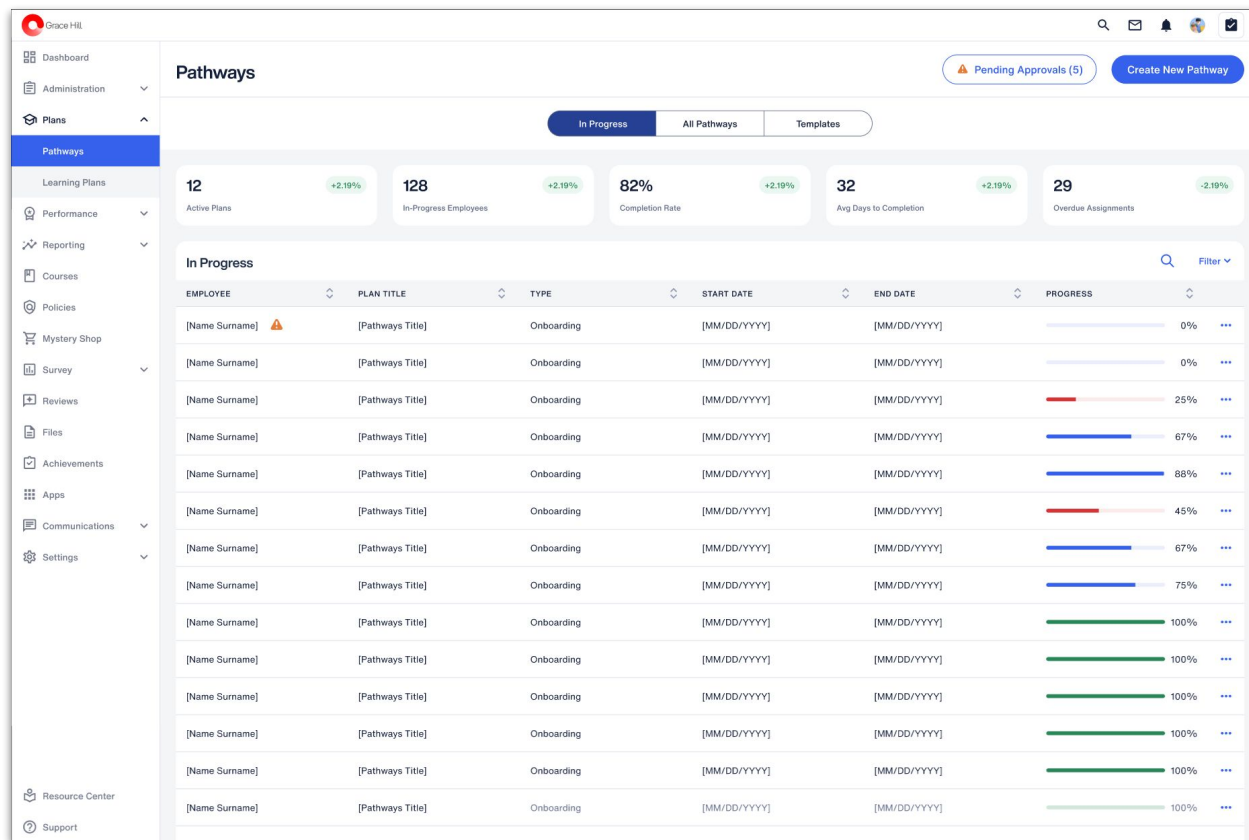
[Name Surname]	[Pathways Title]	Onboarding	[MM/DD/YYYY]	[MM/DD/YYYY]
[Name Surname]	[Pathways Title]	Onboarding	[MM/DD/YYYY]	[MM/DD/YYYY]
[Name Surname]	[Pathways Title]	Onboarding	[MM/DD/YYYY]	[MM/DD/YYYY]

Manager / Mentor Experience



Progress Visibility

- Proactive Intervention & Risk Management
- Performance and Program Health at a Glance
- Accountability and Focus on Timelines
- Rapid Identification of Bottlenecks



Manager / Mentor Experience



Custom Tasks

- Personalized Development
- Flexibility and Responsiveness to Local Context
- Documentation of Informal Coaching
- Increased Adoption by Managers

The screenshot displays a digital onboarding interface for a 'Leasing Agent (Level 2)'. The interface is divided into several sections: a main content area, a left sidebar, and a top navigation bar. The top bar includes a back arrow, the title 'Leasing Agent (Level 2)', and buttons for 'Save as template' and 'Save & exit'. The main content area features a 'Welcome to Your Community' message, followed by a list of tasks with icons and durations. The left sidebar contains sections for 'Resources' (with a 'Link Resource' button), 'Awards' (showing a 'Level 2 Leasing Agent' award), 'Contacts' (listing 'Adam Jones, Supervisor' and 'Amanda Smith, Mentor'), and 'Tags' (with 'Value A', 'Value B', and 'Value C' tags). An 'Add Task' modal is open in the center, displaying a grid of task types: 'To-Do', 'Policy', 'Course', 'Learning Plan', 'Survey', 'Homework', 'PDF', 'Link', and 'Video'. The modal has 'Cancel' and 'Next' buttons at the bottom right.