CHICAGOLAND APARTMENT ASSOCIATION

PROMOTING EXCELLENCE IN RESIDENTIAL MULTI-FAMILY EDUCATION

Deadline for submitting topic participation
January 6, 2014
Email to: Eduaction@caapts.org or fax to 312-207-1891

Information Form

Name_____
Title _____
Company Name _____
City & State _____ Contact Phone _____
Contact E-mail _____
How many years of industry experience _____

Participation Preference

☐Single Presentation
☐Roundtable discussion (Moderator)
☐Panel discussion

Pick your topics here!

Maintenance

☒Bidding
☐Certifications
☐Conflict Resolution
☐Customer Service
☐Emergency Preparedness/ Plan
☐Energy Efficiency/ Green
☐Hands-On Appliance Repair
☐HQS/REAC
☐Interviewing Skills
☐Inventory Control/ Budgeting
☐Leadership
☐Make Ready
☐Mobile Technology
☐Non-Maintenance Manager Training
☐Preventative
☐Project Management
☐Technology/ E-Work Orders
☐ Time Management/ Delegations/ Scheduling
☐Vendor Management

Associate Members

☐Communication
☐Customer-Customer Service
☐Fair Housing
☐Finance / Business needs of Multi-Family Properties
☐Getting the most of CAA
☐Offering Experience / Hosted Training
☐On-site Best Practices
☐Owner/ Vendor Expectations
☐Sale Methods(when/expectations)
☐Tactful Sales/ Relationships
☐Understanding Management Needs
☐Vendor Risk for Managers

Property Managers

☐Asset Value
☐Basic Accounting
☐Basic Management / New / Mentorships
☐Buddy Programs/ Best Practice
☐Budgets/ Financial
☐Business Writing
☐Client Relation (Owner)
☐Communication
☐Conflict Resolutions
☐Culture Building
☐Excel
☐Feedback/ Employee Reviews/ Coaching
☐Forecasting
☐General Management Skills
☐Goal Setting
☐Huddling
☐Interdepartmental Communication
☐Interviewing
☐Key Performance Indicators (KPI)/ Performance Management
☐Lease Lifecycle
☐Maintenance Supervisor Relationships
☐Networking
☐Problem Assessment/ Resolution
☐Project Management
☐Property Inspection
☐Property Managers as CEO/ Strategy
☐Public Speaking
☐Sustainability
☐Team Building
☐Technology
☐Time Management
☐Train the Trainer
☐When to ask for Help

Compliance/Legal

☐ADA – reasonable/compliance
☐Asbestos
☐Bad Behavior
☐COI's
☐Deposit Refund
☐Employment (FLMA, FLSA, Disability)
☐Eviction Process
☐Fair Housing – Role Playing
☐Firearms
☐IBP
☐RLTO
☐IDFPR
☐Illegal Drugs (State/Local)
☐Lease Construction
☐Legal Drugs (State/ Local)
☐Mold
☐Purpose (lien waivers)
☐Recordkeeping
☐Rental Law (Local, State & Federal)
☐Renters Insurance
☐Title 7
☐Union Contracts
☐Worker's Comp (form happy)

Marketing

☐Advertising
☐Big Data
☐Branding
☐Brokers/ locators
☐Corporate Social
☐Craigslist Usage Training
☐Creating Experiences
☐Curb Appeal/Landscaping
☐Industry vs. ex-industry trends
☐Innovative Marketing
☐Lead Management
☐Market Surveys
☐Marketing mix/Ad analysis
☐Marketing Plan Development
☐Marketing to current residents
☐Mobile Marketing
☐Outreach Marketing/ Contacts
☐Pricing Strategies
☐Resident Portal
☐Signage/ Banners
☐Social Media
☐Tracking Lease Sources
☐Website Design & Appeal

Regional Supervisor

☐Acquisition/ Depository
☐Crisis Management
☐Disciplinary Action
☐Financials – Balance/ Income
☐Inspection
☐Interviewing/ Hiring
☐KPI/Metrics
☐Leaderships
☐Mentorships
☐Owner Relations – Expectations
☐Performance Management
☐Personal Relations/ Engagement
☐Policy & Procedure/ Follow through/Compliance
☐Rehab- Value add analysis
☐Taking Ownership

Leasing/Marketing

☐Angry Resident
☐Basic Business Model
☐Bed Bugs
☐Big Picture/ Team/ Strategy/ Goals
☐Brainstorming/ Out of the Box
☐Career Track
☐CHA/ Voucher
☐Closing
☐Create move-in experience
☐Customer Service
☐Diversity
☐Ethics
☐I Pad Leasing/ Paperless Office
☐Information Gathering/ Qualifying
☐Managing Expectations of Customers
☐Need/ Benefit Selling
☐Overcoming Objection
☐Personal Safety
☐Pre-Leasing/ Exposure
☐Professional/ Personal Brand/ Image/ Attitude
☐Reputation Management
☐Resident Retention
☐Responding to emails
☐Revenue Management

☐Sexual Harassment
☐Showroom Skills/ Touring
☐Social Media
☐Telephone Skills
☐Time Management/ Prioritize
☐Today's Renter Experience/
Trends Generation
☐Turnover Property
☐Understanding the Lease/ RLTO
☐Values/ Mission/ Vision