

Service Leadership Development



serviceteam
Training

Course Catalog

And
Overview



Objectives

1. **Increase self awareness** – Knowledge, skills and attitude.
2. **Improve decision-making** - Enhancing decision-making skills.
3. **Effective communication** – Critical for workplace – better outcomes.
4. **Improve relationships** – Retain staff and customers.
5. **Conflict Management** - To address and resolve conflicts.
6. **Supervising** - Effective supervisory best practices and overcoming common challenges.
7. **Coaching** - Get the most out of your team and maintain integrity.
8. **Time Management** – Improve results, routines, behaviors and organization.
9. **Project Management** – Roles, goals, responsibilities, liabilities, and best practices.
10. **Training** – How to improve the hard and soft skillsets, best practices, methods and modes.
11. **Conflict resolution** - Improve dialogue, situations, conversations, and relationships.
12. **Magnetic service** – Improve service, best practices for exception service and interactions



Overview

This program was born from the field and created after 3 years of research and analysis with Plus, one, Inc., Arbor Properties, University Partners, and Harbor Group Management.

The senior leadership, VP's Regional Managers, Property Managers, Service Managers and Maintenance Technicians and other service team associates were surveyed and interviewed and asked what training, skill improvements, and resources would really make a difference in their career, job, and roles on site?

The data and feedback were compiled, analyzed and the results became clear that people in the field were not getting the training they wanted and needed to become more proficient and effective in their position.

After creating the Leadership Development Series, it became so popular and impactful that property and regional managers wanted to participate as well as technician and groundskeepers. The feedback focused on a common theme of "if we are so important, why don't we get the training that will help us improve on a regular and consistent basis?"

So, after one year of delivering each training topic, the Managers were asked to participate in the training sessions and the feedback has been received well and highly praised for being so helpful and relevant to their experience in the industry. Shortly after, sessions were designed for technicians to attend and then, after completion, they could attend the leadership sessions.

After a full year of feedback and recommendations from the attendees and leadership, adjustments were made to the course content to hone the content and focus of the topics and objectives to become more effective and beneficial.

The results on the organization, leadership, operations are noticeably improved from conversations in the office and field to the clearly evident use of what participants have learned from the courses. A common statement is "I wish we did this sooner"!

These sessions have improved operations, results, retention, morale, and attendance consistently improves. I am confident this training will make a positive and noticeable impact in the lives and careers of anyone that attends.

It is my pleasure to provide testimonials and references.

Intended audience:

Executives, VP, Regional Managers, Managers, Service Managers, Supervisors, Techs, Groundskeepers, and anyone that wants to improve in their career.



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Course Topics

1. **Leadership** - influence vs. control managing vs. leading.
2. **Communication** – Verbal, non-verbal, and written.
3. **Coaching** - Get the most out of your team and maintain integrity.
4. **Supervising** - Effective supervisory best practices .
5. **Time management** – Improve results, routines, behaviors and organization.
6. **Project management** - order of application and best practices.
7. **Service culture** - What it means, why it's important and how to improve it immediately.
8. **Training** - Best practices, common challenges, applicable solutions.
9. **Conflict resolution** - How to improve dialogue, situations, and relationships.



Takeaways and Exercises

Also included:

- Summary review sheet of the session.
- Additional relevant information.
- Exercises – for individuals and the team.
- Questions to ask the team - Service, office, and leadership. (perspective, opinion, subject matter, etc.)
- Additional resources.

Topics and Competencies

Leadership

influence vs. control
managing vs. leading

Communication

Verbal, Non-verbal, written

Coaching

How to get the most out of
your team and maintain
integrity and dignity

Supervising

What is an effective
supervisor best practices

Time management

How to effectively
address behaviors,
reviews etc.

Project management

order of application and
best practices

Service culture

What it means, why it is
important and what is
Harbor Group

Training

Best practice, common
challenges and solutions

Conflict resolution

How to improve dialogue,
situations, and
relationships



Participant Feedback



Berny Trevino

28 days ago

I am really enjoying this training. I find myself using the tools and tricks and applying them almost in a daily basis. I want to thank Harbor for taking the time to make us the best we can be.

[Reply](#) [Unlike](#) You and 3 people liked this



Bob Lee

27 days ago

Glad you are enjoying the series Berny. The energy you bring to the sessions is infectious!



Rodolfo Cortes

8 days ago

The training for me is a knowledge like the thing fills a hole on the presses we are working every day so very useful. Give us this training is good gift! for improve our daily task more and more better for residents and our team, so I so grateful for that, that you thank so much.

[Reply](#) [Unlike](#)



Hector Griego

7 days ago

[@Rodolfo Cortes](#) Thank you so very much for your feedback! We are glad you find this training series effective and valuable.

[Like](#)



Charles Atakora

8 days ago

I really enjoy the SLCT sessions because it emphasizes HGKEY culture to Keep Educating Yourself. Regardless of how long you've been in this industry and your role as SM, there are always useful information to take away from attending the sessions. My takeaway is that there are times when it's necessary to hire a contractor. Certain factors will...

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Hector Griego

8 days ago

[@Charles Atakora](#) Well said! Thank you for your feedback! We are happy you are enjoying this series. Your input is so valuable.



Courtney Carter

26 days ago

Way to go everyone! [@Charles Atakora](#) I am so proud of you!

[Reply](#) [Unlike](#) You and 1 person liked this



Jessica Dodge

26 days ago

[@Courtney Carter](#) & [@Charles Atakora](#) are an example of a true partnership! It takes a partnership like yours to successfully lead a team and run a community successfully! WAY 2 GO!

Responses

This was the absolute BEST leadership training I have attended in my 40 years as a PM. The material was incredible, and the speaker VERY engaging! The only other training that comes close is the Ed Forman Success in Life I completed in the early 2000's.



Jason R. Vigil

8 days ago

thank you all these meeting really help to help keep the mind squared around everything that is going on on property

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Hector Griego

8 days ago

[@Jason R. Vigil](#) Thank you! We are glad you are enjoying these sessions!

[Like](#) 1 person liked this

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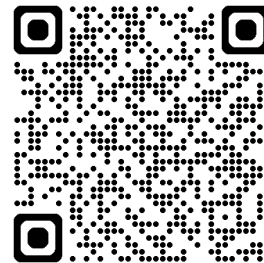


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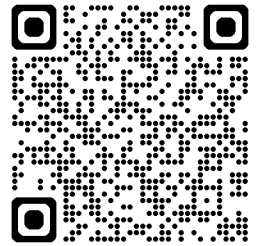


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