

C O U R S E C L A S S L I S T 2 0 1 1

Getting the most from RESULTSSM

Orientation to ResultsSM
 Orientation to CallTrack[®] by CallSource
 Learn to LeadScore[®]
 Orientation to Telephone Performance AnalysisSM (TPA) by CallSource
 Orientation to Our University[®] Training System by CallSource

Tools to Land the Sale

Connecting with Your Callers ♦
 Selling the Benefits ♦
 Setting the Appointment ♦

Power Marketing

Marketing with Little or No Money ♦
 MULTIFAMILY Internet Sales and Marketing Tools—Part 1
 MULTIFAMILY Internet Sales and Marketing Tools—Part 2

Overcoming Leasing Pitfalls
 Strategies for MULTIFAMILY Internet Sales and Marketing
 Surviving a Student Turn ♦
 The Art of Great Curb Appeal ♦
 The Art of Resident Retention ♦
 The Art of the Tour ♦
 Build Traffic Now ♦
 Welcome to MULTIFAMILY Housing ♦

Full Compliance

Beyond the Basics—Disability Issues for MULTIFAMILY Professionals ♦
 Exploring Diversity ♦
 Fair Housing and the Maintenance Team ♦
 Fair Housing: Playing Fair in Virginia
 The Basics of Fair Housing ♦

Prevention of Sexual Harassment

Preventing Sexual Harassment ♦
 Preventing Sexual Harassment for Supervisors ♦

Risk Management

Basic Electrical Principles
 Bed Bugs 101
 Don't Let Mold Get Old ♦
 Risk Management Level One—Protecting People ♦
 Risk Management Level Two—Protecting Your Property and Reputation ♦

Customer Service

Customer Service and the Office Team ♦
 Customer Service and the Maintenance Team ♦



Level 4SM
 TRAINING



Get a full course catalog of descriptions online:

Leadership Series

- Coaching for Development ♦
- Dealing with Difficult People—
Supervisor Version ♦
- Inspiring the Leader in You—
Leadership 101 ♦
- Preventative Hiring Practices ♦

Maximize Your Work Skills

- Dealing with Difficult People ♦
- Improving Time Management Skills ♦
- Managing Your Maintenance Team ♦
- The Art of Delegation ♦
- Working Together through Generations—
Exploring the Multi-Generational Workforce ♦

Hone your Maintenance Skills

MULTIFAMILY Maintenance Appliance Suite, course titles:

- My Clothes Dryer Doesn't Work!—Part 1
- My Clothes Dryer Doesn't Work!—Part 2
- My Clothes Washer Doesn't Work!—Part 1
- My Clothes Washer Doesn't Work!—Part 2
- My Dishwasher Won't
Start and Doesn't Clean!
- My Dishwasher Doesn't Drain,
Leaks and Doesn't Dry Properly!
- My Electric Range Doesn't Work!
- My Electric Oven Doesn't Work!
- My Garbage Disposal Doesn't Work!
- My Gas Range Doesn't Work!
- My Gas Oven Doesn't Work!
- My Refrigerator Won't Cool Properly!
- My Refrigerator Has Standing Water!
- My Refrigerator Door Sweats/
There's Frost Build-up!

The Maintenance Mini-Course Suite, course titles:

- My Light Switch Doesn't Work

- My Light Doesn't Work
- My Outlet Doesn't Work
- My Power is Out

The MULTIFAMILY Plumbing Mini-Course Suite, course titles:

- I've Got a Water Leak!
- My Electrical Water Heater Doesn't Work!
- My Faucet Leaks!
- My Gas Water Heater Doesn't Work!
- My Sink's Stopped Up!
- My Toilet Doesn't Work!

The MULTIFAMILY Air-Conditioning Mini-Course Suite, course titles:

- My AC Condenser and
Compressor Won't Run!
- My AC Fan Motor Doesn't Run
and it Doesn't Cool Properly!
- My AC Doesn't Cool!—Part 1
- My AC Doesn't Cool!—Part 2

The MULTIFAMILY Heating Mini-Course Suite, course titles:

- My Electric Furnace Doesn't Heat!
- My Electric Furnace Doesn't
Heat and Doesn't Blow Air!
- My Gas Furnace Doesn't Heat!
- My Gas Furnace Doesn't
Heat and Doesn't Blow Air!

♦ *This class is offered in Spanish. Ask for our course menu of Spanish classes for a full selection.*



CallSource delivers ResultsSM, the first and only integrated marketing, sales, training and management system designed to track, measure, train and manage your team. Developed over 15 years and based on the review of millions of calls, this ground-breaking system goes beyond call tracking and reporting to provide continuous monitoring of telephone performance. In addition, it provides targeted, individualized training and feedback to improve leasing and retention results every month.

CallSource offers the industry's best and most extensive eLearning courses, including self-paced and instructor-led. We have trained tens of thousands of MULTIFAMILY professionals since 1995.

With carrier-class networks in Burbank and Chicago, CallSource tracks over 2,000,000 ads for over 350,000 unique business locations across the U.S. and Canada.

Level 4
TRAININGSM

Get a full course catalog
of descriptions online: