



2015 Education Webinars

Course Information

March 17, 2015

Noon - 1:30 p.m.

Ten Things You Should be Managing ... But Might Not Be

Objectives:

10 major areas where you can add value, trim expenses or both?

Get easy-to-implement strategies for improving operational efficiencies—with targeted preventative maintenance, energy management proved procedures for your team.

Easy ways to demonstrate how you're adding value to tenants and owners!

Location: MAS Real Estate Services; 4732 N. Oracle Road; Suite 313 (west side of the building) T/A 85705

May 7, 2015

Noon - 1:00 p.m.

Tools for Successfully Managing Difficult Conversation

Objectives:

How to manage upsets and expectations

Learn to mine complaints and concerns

Learn what the Breakdown Methodology is and how it can help dissolve upsetting situations

Using generative conversations to move beyond the past

Location: TBD

June 16, 2015

Noon - 1:00 p.m.

Keep Your Cool When Things Get Hot: The Mechanics of Tenant Temperature Calls

Objectives:

The #1 troubleshooting success tip frequently overlooked by building staff when addressing temperature calls.

That E.M.P.A.T.H.Y. is more than just understanding the situation.

How mechanical systems operate and interact, so you can ask the right questions of your engineer and troubleshoot quickly.

What the common hot/cold temperature causes are and how to deal with them.

The three questions that should be asked to simplify the diagnosis and resolution of most hot and cold calls.

Location: TBD

July 21, 2015

Noon - 1:30 p.m.

How to Build a Better Budget

Objectives:

Why budget anyways?

Core definitions and the overall budget process.

Leveraging year round activities to save time.

Preparing for budget season and getting started.

Key metrics, goals and questions to ask.

Connecting the budget to the asset strategy.

Location: Abracadabra Restoration, 4814 N. Shamrock Place, T/A 85705

September 15, 2015

Noon - 1:15 p.m.

Managing Industrial Properties 101

Objectives:

Understand the fundamentals of managing industrial properties, from owner types and expectations, to tenant uses, to unique management challenges.

Learn the different types of properties that make up industrial space, as well as the difference between managing office & industrial assets.

Identify common issues industrial property managers handle on a regular basis, which are often unique to this sector, such as pest control, environmental assessment, managing hazardous materials, safety issues and more.

Gain a better understanding of the future direction industrial property management sector through a discussion of current industry trends.

Location: TBD