

### **Lesson 1: Human Resources Are Your Most Important Asset**

Your employees are your greatest asset. Without them, you cannot do business. Without sufficient staff who have the skills and knowledge needed to perform their jobs, your company cannot succeed or grow. Therefore, it's important to attract and hire the best talent.

In this lesson, you will learn how to:

- Determine and manage staffing requirements to meet company and client business goals and respond to employment trends.
- Define and review job functions.

### **Lesson 2: Recruiting and Hiring the Best Talent**

Finding, interviewing and hiring the right talent will add to the bottom line by decreasing turnover and increasing the quality of work.

In this lesson, you will learn how to:

- Develop a recruiting plan.
- Interview candidates.
- Select and hire the best talent.

### **Lesson 3: Leading and Managing Your Team**

Effective leaders influence their co-workers behavior and work in a way that increases confidence, effectiveness, and productivity, ultimately increasing the company's profitability.

In this lesson, you will learn how to:

- Differentiate between leading and managing a team.
- Determine personal strengths and weaknesses as a leader.
- Recognize levels of emotional intelligence and how it impacts how one leads and managers others.
- Identify ways to create and promote a positive organizational culture as well as lead change.

### **Lesson 4: Training and Developing Your Employees**

A competent workforce will increase cash flow through higher productivity and better customer service.

In this lesson, you will learn how to:

- Understand the difference between training and development.
- Identify current trends of effective training for today's property management workforce.
- Determine ways to develop employee engagement and retention.

## **Lesson 5: Managing and Evaluating Employee Performance**

An effective performance management and coaching system will improve employee morale and productivity, retain top performers, and increase profitability.

In this lesson, you will learn how to:

- Manage employee performance.
- Coach and mentor employees.
- Motivate employees.
- Evaluate employee performance.
- Terminate employees, as necessary.