



Leading a Successful Property Management Company (BDM603)

How to Prepare

This is a highly interactive class that provides you with the opportunity to analyze your own and your company's best practices. To help you prepare, we recommend that you be ready to discuss and analyze certain items and concepts. Note that you are not required to prepare all of the following items; please just choose the ones that apply to your company:

1. Three issues that you are currently facing in your company or with your team for which you would like to identify best practices and steps to take to address those issues. For each issue:
 - a. Describe it. Be sure to explain what it is and why you think it is an issue for your company and/or for your team.
 - b. Identify the stakeholders and/or people effected by the issue.
2. Property management company best practices your company has in place
3. Mission statement, values, and vision statement
4. Goals related to revenue and growth, net income and cash-flow, customers, shareholders, etc.
5. Core business strategies
6. How you generate new business and biggest obstacles you face in doing this
7. Measures of success for you company and/or your team
8. Any talent strategy your company or team has in place
9. Organizational structure, including how many properties managed, types of properties, size and tenancy, number of clients, etc.
10. Organization chart
11. Hiring/firing practices
12. Succession plan
13. Information on a property from your company's portfolio
14. Types of training/continuing education you may offer to your employees
15. Your logo, catch-phrase, and/or other brand details
16. Your approach to customers/clients