

EXERCISE FOR SECTION 1: Choose Your Attitude

How do you and your staff “tackle” real challenges with a positive attitude?

DIRECTIONS: (Each group of two people will get one of the below challenges)

Common Challenges among staff:

1. 2 employees not getting along
2. Mother nature strikes (ex: lots of snow, storm damage, etc) and staff is exhausted, and feeling unappreciated by residents
3. Balance of work load during peak season without getting burnt out (ie: heavier workload, lots of turns, lots of traffic, more of everything)
4. Having trouble communicating or misunderstanding each other

Common Challenges among residents:

5. Resident angry you towed car after multiple notices
6. Resident lost a loved one
7. Resident complains about noise
8. Long term resident needs to pay rent late due to unforeseen situation (ie hospital stay, death in family, needed to make car repairs, etc)
9. Renewal Increase is large