

Managing Difficult and Demanding Tenants and Landlords



How to Communicate with and Manage Problematic Tenants and Landlords in a professional Property Management Environment!

Have you ever experienced the following?

- Loud, frustrated and demanding behaviours that are unsettling whilst trying to provide quality service to the tenant or landlord?
- Attempting to calm someone down only to find that it inflames the situation further?
- The stress and emotion of having to keep your cool when being verbally abused?
- Having to 'think quickly on your feet' when trying to defuse tenant and landlord tension?

Working in a modern property management environment can be stressful but rewarding and challenging all at the same time. It is imperative that property managers maintain a quality of service where both tenants and landlords feel supported.

Understanding the strategies and skills to manage tenant and landlord expectations successfully requires strategy. Providing frontline teams with the right toolkit to manage difficult tenant and landlord dynamics is a major key to providing professional property management.

If you want your care team to improve upon how they manage these situations then **'Managing Difficult and Demanding Tenants and Landlords'** could be just the solution that is needed.

Designed for?

- Anyone who works in a property management role and facilitates the daily process of tenant and landlord management.
- Those who are looking for effective strategies to defuse and deal with emotional, aggressive or difficult tenants and landlords.
- An ideal group size is 6 - 17 participants

Key Learning Outcomes

- ✓ Learn how to manage high-level emotional reactions to a positive outcome.
- ✓ Effective ways to say 'NO' when they just won't take no for an answer
- ✓ Identify the key elements of communicating and applying healthy boundaries that minimise disruption
- ✓ Use effective defusing techniques when things get heated or emotional
- ✓ Know your personal reaction triggers and work towards developing successful self-management behaviours
- ✓ Strategies to manage hostility face-to-face or over the phone
- ✓ Using influencing strategies to maintain a safe environment for all staff
- ✓ Identify early warning signs to be ahead of the situation

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day




1-Day



Coaching

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