

THE VISION COURSE LIBRARY LIST

We've applied the latest advancements in learning science to the most comprehensive library of training courses in the Property Management Industry. The Result? A more engaging and meaningful training experience for learners, and a more effective and valuable online training program for your company

The Essentials

Advanced Closing Techniques	Employee Coaching	Marketing for Affordable Communities
Advanced Leasing	Employee Engagement	Marketing Principles for Multifamily Housing
Advanced Telephone Techniques	Employee Motivation	Performance Management
Asbestos Awareness ^	Essential Skills for the New Supervisor	Preparing a Perfect Market Ready Apartment ^
Being a Team Player	Fair Housing ^	Preventative Maintenance ^
Building a Team Culture	Fair Housing for Maintenance ^	Property Management Financials
Business Ethics	Fair Housing II	Quick Start: Curb Appeal ^
Business Etiquette	Follow-Up Techniques	Quick Start: Customer Service ^
Business Writing: Grammar Works	Fundamentals of Golf Cart Safety	Quick Start: Internet Marketing ^
Conflict Resolution (SUP)	Hoarding	Quick Start: Make Ready Process ^
Creative Marketing Promotions	Interviewing Skills	Quick Start: Onsite Sales ^
Crisis Management: Prevention & Preparation ^	Introduction to Social Media	Quick Start: Resident Retention ^
Curb Appeal	Ladder Safety 1: Best Practices ^	Quick Start: Telephone Techniques ^
Customer Relationship Management	Ladder Safety2: Choosing a Ladder ^	Resident Retention
Customer Service 1: Be Proactive ^	Lead Poisoning Awareness ^	Sexual Harassment ^^
Customer Service 2: Be Professional ^	Leadership: Profiles in Multifamily Housing	Stress Management
Customer Service 3: Be Prompt ^	Leasing Series 1: Planning & Preparation	Time Management
Customer Service 4: Be Personal ^	Leasing Series 2: Inquiry to Appointment	Traffic Generation
Dealing with Difficult People	Leasing Series 3: Touring the Community	Workplace Diversity ^^
Defeating the Mold Monster ^	Leasing Series 4: Closing & Follow-Up	Workplace Harassment ^^
Drug-Free Workplace ^^	Maintenance for Office Staff	

The Essentials

Workplace Violence Series

Understanding Workplace Violence	Preventing Workplace Violence	Active Shooter Awareness
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Lunch & Learn Video Series *(includes 40 Leadership and Maintenance Topics)*

Leadership

Creative Problem Solving	How to Improve Your Critical Thinking	Simple Time & Stress Management
Disaster Management	Interviewing Candidates	The Power of Empathy
Employee Development	Intro to Spanish Conversation	Truly Human Leadership
Ethics	Intro to Spanish Housing Terms	Turning Life's Headwinds into Tailwinds
Fun & Laughter at Work	Motivation	Why Leaders Eat Last
Happiness	Out of the Ordinary Customer Service Stories	Women in Leadership
Honesty & Dishonesty	Pursuing Your Dreams	
How to Get Your Ideas to Spread	7 Steps to Creative Thinking	

Maintenance

Air Conditioning Maintenance	Dishwasher Troubleshooting	Painting Porch Railings
Basic Door Repairs	Dryer Maintenance & Fire Safety	Proper Fire Extinguisher Procedures
Basic Window Screen Repair	Gutter Cleaning & Screen Installation	Replacing a Bath Sink & Shower Faucet
Common Electrical Upgrades	Hurricane Preparedness	Sliding Glass Door Repairs
Common Plumbing Repairs	Installing Tile Floor	Tree Pruning
Common Sink and Plumbing Repairs	Ladder Safety	Wall Prep for Painting

Compliance Plus Mini Courses *(for Gold and Platinum Subscribers)*

Assistance Animals in Multifamily Housing	Fair Housing and Local Nuisance Ordinances	Reducing Risk through Policies and Procedures
Designing an Equitable Workplace Dress Code	Fair Housing and Social Media	Retaliation in the Workplace
Fair Housing and Limited English Proficiency	Fair Housing and the Violence Against Women Act	Retaliation in the Workplace for Supervisors

Compliance Refresher Courses

Fair Housing [^]	Sexual Harassment ^{^^}	Workplace Harassment ^{^^}
Drug-Free Workplace ^{^^}	Workplace Diversity ^{^^}	

Quick Quizzes

Quick Quiz: Comprehensive Maintenance [^]	Quick Quiz: HVAC [^]	Quick Quiz: Multifamily Financials [^]
Quick Quiz: Customer Service [^]	Quick Quiz: Leasing [^]	Quick Quiz: Operations [^]
Quick Quiz: Electrical [^]	Quick Quiz: Leasing Safety [^]	Quick Quiz: Plumbing [^]
Quick Quiz: Fair Housing [^]	Quick Quiz: Maintenance Safety [^]	Quick Quiz: Pool and Safety [^]
Quick Quiz: Grammar [^]	Quick Quiz: Marketing [^]	Quick Quiz: Tax Credit [^]

Enhance your training program with one or more of these specialty online courses offered exclusively by Grace Hill. Elective courses are available to all training clients. Vision Subscribers may add one or more Electives titles to their subscription for a nominal monthly fee. Pricing available upon request.

Elective Courses

Basic Maintenance Series: (Electrical, HVAC, Plumbing)

Basic Electrical	Basic HVAC	Basic Plumbing
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Battling Bed Bugs

Maintenance and the Resident Experience [^]

Leadership Development Series: 10 courses titles

Leadership Skills 1: Knowing Your Role	Generational Differences 2: Building a Bridge	Emotional Intelligence 1: Understanding Emotions
Leadership Skills 2: Talking the Talk	Office Politics 1: Managing Office Politics	Emotional Intelligence 2: Managing Emotions
Leadership Skills 3: Walking the Walk	Office Politics 2: Office Politics & Professional Development	Emotional Intelligence 3: Embracing Emotions
Generational Differences 1: The Multigenerational Workplace		

Tax Credit Essentials: 20 courses titles

Tax Credit Basics 1: Introduction to Site Compliance	Tax Credit Basics 8: Child Support, Alimony, & Military Pay Income	Tax Credit Basics 15: Applying Unique Program Rules
Tax Credit Basics 2: Eligibility Rules	Tax Credit Basics 9: Other Income Types & Zero Income Households	Tax Credit Basics 16: Full-Time Student Rule
Tax Credit Basics 3: Determining Eligibility	Tax Credit Basics 10: Types of Assets	Tax Credit Basics 17: Unit Eligibility
Tax Credit Basics 4: Documentation & Recertification	Tax Credit Basics 11: Bank Account Assets	Tax Credit Basics 18: Program Certifications
Tax Credit Basics 5: Income Eligibility & Verification Rules	Tax Credit Basics 12: Real Estate Assets	Tax Credit Basics 19: Available Unit Rule
Tax Credit Basics 6: Employment & Self Employment Income	Tax Credit Basics 13: Other Assets and Calculating Assets Income	Tax Credit Basics 20: Unit Transfers & Unit Vacancy Rule
Tax Credit Basics 7: Social Security & TANF Income	Tax Credit Basics 14: Calculating Total Household Income & Documenting Qualification	

Elective Courses

Reputation Management

Risk Management Series: 8 course titles

Risk Management 1: Risk Assessment ^	Risk Management 4: OSHA Compliance ^	Crisis Management 3: Response ^
Risk Management 2: Protecting People ^	Crisis Management 1: Emergency Prevention ^	Crisis Management 4: Crime Awareness & Prevention ^
Risk Management 3: Protecting Property ^	Crisis Management 2: Emergency Preparation ^	

Safety Series (SS): 19 courses on safety

SS: Applying Electrical Standards ^	SS: Manage Maintenance Safety ^	SS: Required OSHA Recordkeeping - OSHA 300 ^
SS: Beat Heat Stress ^	SS: Personal Protective Equipment ^	SS: Respiratory Protection ^
SS: Bloodborne Pathogens ^	SS: Practice Maintenance Safety ^	SS: Tool Safety ^
SS: Combat Cold Stress ^	SS: Preventing and Addressing Electrical Violations ^	SS: Using Electrical Safety Programs ^
SS: Fire Prevention ^	SS: Preventing Slips, Trips and Falls ^	SS: Workplace Illness Prevention ^
SS: Hazard Communication ^	SS: Proper Lifting and Moving ^	
SS: Lockout Tagout ^	SS: Recognizing Electrical Hazards ^	

Cybersecurity for Employees

Internet Basics	Protecting Yourself from Social Engineering Scams	Best Practices in Cybersecurity
Issues in Property Management	Creating Strong Passwords	
Preventing Cyber Attacks and Malware	Protecting Data, Devices and Documents	

Cybersecurity for Supervisors

Issues in Property Management	Avoiding Malware	Protecting Data, Devices and Documents
Preventing Cyberattacks and Social Engineering Scams	Creating Strong Passwords	Implementing a Strong Cybersecurity Strategy