

HHHUNT University

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2021 Schedule

January 2021

GREEN - All Team Members
BLUE - People Managers
PURPLE - Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
				Holiday: New Year's Day		
4	5	6	7	8	9	10
			• TPA Review (AL)			
11	12	13	14	15	16	17
	<ul style="list-style-type: none"> EQ-1 Service Team Orientation (AL) Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> EQ-2 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
18	19	20	21	22	23	24
Holiday: MLK Day	<ul style="list-style-type: none"> Leadership Skills & Behaviors 	<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> HHHunt Customer Experience (AL) Yardi Admin (AL) 			
25	26	27	28	29	30	31
	<ul style="list-style-type: none"> Service Team Orientation (AL) 					

February 2021

GREEN - All Team Members

BLUE - People Managers

PURPLE - Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
	<ul style="list-style-type: none"> TPA Review (AL) Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Insights Discovery PM 101: Talent Acquisition Technology 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
15	16	17	18	19	20	21
		<ul style="list-style-type: none"> Six Thinking Hats Yardi Admin (AL) 	<ul style="list-style-type: none"> HHHunt Customer Experience (AL) PM 101: Timekeeping, UltiPro, & FSLA Yardi Admin (AL) 			
22	23	24	25	26	27	28
	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 	<ul style="list-style-type: none"> Cme 	<ul style="list-style-type: none"> 24: Time Management PM 101: UltiPro Onboarding 			

March 2021

GREEN - all team members
BLUE - people managers
PURPLE - Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
	<ul style="list-style-type: none"> Communication: More than Words Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Values-Based Leadership TPA Review (AL) 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
15	16	17	18	19	20	21
		<ul style="list-style-type: none"> IN+: Communication, Trust, & Feedback Yardi Admin (AL) 	<ul style="list-style-type: none"> IN+: Change & Stress HHHunt Customer Experience (AL) Yardi Admin (AL) 			
22	23	24	25	26	27	28
	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		<ul style="list-style-type: none"> Influencing Without Authority 			
29	30	31				
	<ul style="list-style-type: none"> Tug of War: Managing Conflict 					

April 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
				Holiday: Good Friday		
5	6	7	8	9	10	11
		<ul style="list-style-type: none"> TPA Review (AL) 	<ul style="list-style-type: none"> PM 101: Talent Acquisition Technology 			
12	13	14	15	16	17	18
	<ul style="list-style-type: none"> Leadership Skills & Behaviors Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Insights Discovery HHHunt Customer Experience (AL) PM 101: Timekeeping, UltiPro, & FSLA 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
19	20	21	22	23	24	25
	<ul style="list-style-type: none"> EQ-1 	<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> EQ-2 Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
26	27	28	29	30		
		<ul style="list-style-type: none"> Cme 				

May 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
			• TPA Review (AL)			
10	11	12	13	14	15	16
	• Yardi Leasing (AL)	• NTMO • Yardi Leasing (AL)	• 24: Time Management	• Yardi Service Manager (AL)		
17	18	19	20	21	22	23
		• IN+: Communication, Trust, & Feedback • Yardi Admin (AL)	• IN+: Change & Stress • HHHunt Customer Experience (AL) • Yardi Admin (AL)	• Yardi Mobile Maintenance (AL)		
24	25	26	27	28	29	30
		• Influencing Without Authority	• Values-Based Leadership			

June 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
31	1	2	3	4	5	6
Holiday: Memorial Day			<ul style="list-style-type: none"> TPA Review (AL) 			
7	8	9	10	11	12	13
	<ul style="list-style-type: none"> Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Insights Discovery PM 101: Talent Acquisition Technology 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
14	15	16	17	18	19	20
		<ul style="list-style-type: none"> Six Thinking Hats Yardi Admin (AL) 	<ul style="list-style-type: none"> HHHunt Customer Experience (AL) PM 101: Timekeeping, UltiPro, & FSLA Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
21	22	23	24	25	26	27
	<ul style="list-style-type: none"> Communication: More than Words 		<ul style="list-style-type: none"> Tug of War: Managing Conflict PM 101: UltiPro Onboarding 			
28	29	30				

July 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
Holiday: Independence Day						
12	13	14	15	16	17	18
	<ul style="list-style-type: none"> • EQ-1 • Yardi Leasing (AL) 	<ul style="list-style-type: none"> • NTMO • Yardi Leasing (AL) 	<ul style="list-style-type: none"> • EQ-2 • HHHunt Customer Experience (AL) 	<ul style="list-style-type: none"> • Yardi Service Manager (AL) 		
19	20	21	22	23	24	25
		<ul style="list-style-type: none"> • IN+: Communication, Trust, & Feedback • TPA Review (AL) • Yardi Admin (AL) 	<ul style="list-style-type: none"> • IN+: Change & Stress • Yardi Admin (AL) 	<ul style="list-style-type: none"> • Yardi Mobile Maintenance (AL) 		
26	27	28	29	30	31	
		<ul style="list-style-type: none"> • Cme 				

August 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
			<ul style="list-style-type: none"> PM 101: Talent Acquisition Technology 			
9	10	11	12	13	14	15
	<ul style="list-style-type: none"> Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Insights Discovery PM 101: Timekeeping, UltiPro, & FSLA 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
16	17	18	19	20	21	22
	<ul style="list-style-type: none"> TPA Review (AL) 	<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> 24: Time Management HHHunt Customer Experience (AL) PM 101: UltiPro Onboarding Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
23	24	25	26	27	28	29
	<ul style="list-style-type: none"> Communication: More than Words 		<ul style="list-style-type: none"> Values-Based Leadership 			

September 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
30	31	1	2	3	4	5
6	7	8	9	10	11	12
<i>Holiday: Labor Day</i>		<ul style="list-style-type: none"> NTMO 	<ul style="list-style-type: none"> Tug of War: Managing Conflict 			
13	14	15	16	17	18	19
	<ul style="list-style-type: none"> Leadership Skills & Behaviors Yardi Leasing (AL) 	<ul style="list-style-type: none"> Six Thinking Hats Yardi Leasing (AL) 	<ul style="list-style-type: none"> Influencing Without Authority HHHunt Customer Experience (AL) 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
20	21	22	23	24	25	26
		<ul style="list-style-type: none"> IN+: Communication, Trust, & Feedback Yardi Admin (AL) 	<ul style="list-style-type: none"> IN+: Change & Stress Telephone Performance Analysis Review (AL) Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
27	28	29	30			

October 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
	<ul style="list-style-type: none"> EQ-1 		<ul style="list-style-type: none"> EQ-2 PM 101: Talent Acquisition Technology 			
11	12	13	14	15	16	17
	<ul style="list-style-type: none"> Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> Insights Discovery PM 101: Timekeeping, UltiPro, & FLSA 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
18	19	20	21	22	23	24
		<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> Cme HHHunt Customer Experience (AL) PM 101: UltiPro Onboarding Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
25	26	27	28	29	30	31
	<ul style="list-style-type: none"> Communication: More than Words 		<ul style="list-style-type: none"> Values-Based Leadership TPA Review (AL) 			

November 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living




MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
		<ul style="list-style-type: none"> IN+: Communication, Trust, & Feedback 	<ul style="list-style-type: none"> IN+: Change & Stress 			
8	9	10	11	12	13	14
	<ul style="list-style-type: none"> Tug of War: Managing Conflict Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> 24: Time Management 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
15	16	17	18	19	20	21
	<ul style="list-style-type: none"> Leadership Skills & Behaviors 	<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> Six Thinking Hats HHHunt Customer Experience (AL) Yardi Admin (AL) 	<ul style="list-style-type: none"> TPA Review (AL) Yardi Mobile Maintenance (AL) 		
22	23	24	25	26	27	28
<ul style="list-style-type: none"> Influencing Without Authority 			Holiday: <i>Thanksgiving</i>			

December 2021

GREEN – all team members
BLUE – people managers
PURPLE – Apartment Living

MON	TUES	WED	THURS	FRI	SAT	SUN
		1	2	3	4	5
			<ul style="list-style-type: none"> PM 101: Talent Acquisition Technology 			
6	7	8	9	10	11	12
	<ul style="list-style-type: none"> Yardi Leasing (AL) 	<ul style="list-style-type: none"> NTMO Yardi Leasing (AL) 	<ul style="list-style-type: none"> PM 101: Timekeeping, UltiPro, & FLSA Telephone Performance Analysis Review (AL) 	<ul style="list-style-type: none"> Yardi Service Manager (AL) 		
13	14	15	16	17	18	19
		<ul style="list-style-type: none"> Yardi Admin (AL) 	<ul style="list-style-type: none"> HHHunt Customer Experience (AL) PM 101: UltiPro Onboarding Yardi Admin (AL) 	<ul style="list-style-type: none"> Yardi Mobile Maintenance (AL) 		
20	21	22	23	24	25	26
				Holiday: Christmas		
27	28	29	30	31		

Appendix

 AUDIENCE	GREEN	All Team Members
	BLUE	People Managers
	PURPLE	Apartment Living
 TIMES	With the exception of New Team Member Orientation (NTMO), virtual workshops generally will last no longer than two hours. Please check specific times when registering in ThinkZoom.	
 CLASS DESCRIPTIONS		
24: Time Management	What do we all need more of? TIME. In this virtual workshop, Kenny will explore how time management is different for different people & how time management is not a one-size fits all strategy. How can your personality type influence and enhance your ability to get things done?	
Cme: Successful Conversations, Successful Team Members	Collaborate with me. Connect with me. Challenge me. Coach me. Commit to me. HHHunt’s promise to be Employee Centered now includes the new Cme process. Our goal with Cme is to drive performance through the growth and development of our team members. Check-in meetings focus on the team member. The goal of this workshop is to understand the process of Cme, roles and responsibilities, and how Personal Development Plans can be integrated and add value to the process.	

EPA 608 Certification Exam (AL)	A download preparatory manual, video links and practice test are provided for each section to help candidates study and prepare for the EPA 608 Certification exam. You must complete all 4 courses of the EPA certification Series under Customized Content before signing up for the Exam date. (Core, Type I, Type II and Type III). Community Manager approval is needed since there is a \$35 charge for the exam.
EQ-1 Your EQuation to Success Part 1: Emotional Intelligence Personal Competencies	This class defines Emotional Intelligence, how it differs from IQ, and how important EQ is for both professional and personal success. During Part 1, you will learn about two of the four skills - the Personal Competencies of Self-Awareness and Self-Management, You will also learn strategies to improve these skills. (an EQ Assessment is required prior to class).
EQ-2 Your EQuation to Success Part 2: Emotional Intelligence Social Competencies	In Part 2, you will learn about the Social Competencies of Emotional Intelligence - Social Awareness and Relationship Management. You will also learn strategies to improve these skills. (Completion of Your EQuation to Success Part 1 is required).
HHHunt Customer Experience (AL)	In Apartment Living, creating meaningful experiences for our customers is part of our culture at HHHunt. Similar to Disney, Chick-Fil-A or Ritz Carlton, our goal is to create a consistent, Customer Focused experience for every customer, every time. Join us for this virtual lab to discuss the cornerstones and expectations of The HHHunt Customer Experience.
Influencing without Authority - Resources, Relationships and Getting Things Done	You have probably experienced this dilemma: how do you exert enough influence to get the job done when you're not the boss? When working within a team, you know that you need powerful interpersonal skills to influence team members who are not directly accountable to you. But how? In this workshop you will learn a variety of communications methods to increase effectiveness in a number of situations and across stakeholder groups. Participants will also learn strategies for influencing and developing valuable relationships to meet program and organizational goals.
Insights Discovery	Do you really know why you do things the way you do? Insights is the foundation workshop that introduces you to the Insights Discovery assessment. It looks at your behavioral preferences and how you can adapt those preferences to other people's color energies to

	influence or shift perceptions about you. It is a highly interactive workshop and requires completion of the 15 minute assessment prior to the workshop.
IN+: Communication, Trust & Feedback	Insights + is a next-level Insights class designed to utilize your color knowledge to understand and apply COMMUNICATION techniques, creating and utilizing a TRUST model, and embracing and modeling appropriate FEEDBACK.
IN +: Change & Stress	Insights + is a next-level Insights class designed to utilize your color knowledge to acknowledge STRESS triggers and work through CHANGE management approaches.
Intro to Apartment Financial Management (AL)	Introduction to Apartment Financial Management This introductory class covers analyzing financial statements, understanding accounting systems, income and expense accounts, and understanding ways to maximize income.
Leadership Skills & Behaviors	This is an introductory class that covers Leadership skills and behaviors. Examples are provided on what these behaviors and skills look like and the class ends with tying in what skills and behaviors are directly related to our Brand Promises and Values. Students also identify their strengths and weaknesses and develop a plan on how they will improve in these areas.
More Than Words: Communicating at Work and Beyond	Communication can sometimes get in the way of . . . communication. Jennifer will share her industry tips and tricks on how to be a strong, passionate and effective communicator who can speak to a variety of audiences across organizational boundaries.
Multi-Generational Workplace	<i>How to thrive in a Multi-Generational Workplace</i> explores how to avoid conflict and how to create opportunity and synergy within our teams. Our workplaces are more generationally diverse than at any time in history, but at risk of conflict because of this... how do we all work together - recognizing our similarities and celebrating our differences? In this class we will discuss the Six Strategies for Multi-Generational harmony.
New Team Member Orientation (NTMO)	Our Values, Brand Promises, Mission and Vision are the foundations that make our company successful and unique. Providing a positive and consistent experience by immersing new team members in our culture, discovering our history, and exploring the many benefits and resources that make HHHunt a top employer are just some of the highlights covered in this critical foundational class. Your Journey begins here. What great things will we build together?

People Management (PM) 101: Talent Acquisition Technology	During this 1.5 hour virtual lab you will learn and practice manager tasks in the UltiPro Recruiting Gateway. Actions include cloning requisitions, reviewing and dispositioning applications, creating offers, and completing a hire in UltiPro Recruiting.
People Management (PM) 101: Timekeeping - UltiPro & FLSA	During this 1.5 hour virtual lab you will learn and practice manager tasks in UltiPro Time & Time Off. Topics include the manager's role in UltiPro Time, the manager's role in UltiPro Time Off, and a review of FLSA regulations for hourly team members.
People Management (PM) 101: UltiPro Onboarding	During this 1.5 hour virtual lab you will learn and practice Onboarding Owner tasks in the UltiPro Onboarding Gateway. This session is only applicable for community or office managers that will be completing hiring paperwork in UltiPro.
Rent Café - Virtual Resident Communication (AL)	Rent Cafe: Virtual Resident Communication Learn the power of virtually communicating and connecting with your residents using the many functions available in Rent Cafe. This workshop features live demonstrations and functionality of the the Community and Resident Pages, including Announcements, Specials, Events and Bulletin Boards, as well as Email and SMS functionality and management.
Service Team Orientation (AL)	Service Team Orientation is an onboarding class for all Service Team members covering topics such as general property operations, AMOS, our preventative maintenance program and quality assurance standards.
Six Thinking Hats - Embrace the Possible	Want a powerful decision-making technique to use in group situations that explores the situation from each perspective at the same time? Six Thinking Hats forces you to move outside your habitual thinking style and to look at things from a number of different perspectives. This allows you to get a more well-rounded view of your situation and possibly a better decision in the end.
Telephone Performance Analysis Review (AL)	Review of LeaseHawk reporting, the Telephone Performance Analysis (TPA) question set, and best practices for sales calls.
Tug of War: The Art of Managing Conflict	Is all conflict unhealthy? Can you grow or even rise above when conflict surrounds you? Have you ever had a conflict you didn't know how to resolve or even where to begin the process of discussing a difficult conversation? In this workshop we walk you through these and how to

	better understand what causes you stress and conflict and strategies for better conflict management.
Winning Over Your Employees through Values-Based Leadership and Recognition	To focus on the basic beliefs behind values - based leadership, including the idea that we all have the extraordinary potential to make a difference in the lives of others and that leadership is a choice, not a title. Our role as leaders is to ignite the potential within ourselves and others and to recognize and appreciate the value everyone brings help HHHunt succeed.
Yardi Account Administration (AL)	This course will teach the fundamentals of Account Administration from managing Resident Ledgers to CheckScan and Cash Management to Move-Outs and Deposit Accounting. Learn best practices in Renewal Management from Proposal Batches to Approvals. This session will offer an overview of Financial Analytics and Accounting Month-End best practices. In Addition, the course will review the Invoice Workflow through PayScan.
Yardi Leasing - CRM & Rent Café (AL)	Introduction to Leasing and Resident Services follows the Leasing Workflow from answering incoming Leads, setting Appointments and completing Follow-Up Activities through Application, Lease Generation and Execution. Learn to navigate RentCafe and CRM Dashboards, search for Prospects and Residents, and follow the lifecycle of the Resident from Move-In through Resident Services; including Service Requests and Correspondence. Reporting includes Resident, Property and Residential Analytics. Also learn how to assist Prospects and Residents with RentCafe User Management and resetting accounts. (1.5 days)
Yardi Mobile Maintenance Training (AL)	This session will cover the basic functionality of the Mobile Maintenance program, including service request functionality and workflows.
Yardi Service Manager Training (AL)	This session will cover basic service request functionality and workflows. Learn how to navigate the Voyager Dashboard and manage Maintenance Tasks. The reporting reviewed will include Property and Residential Analytics related to service scheduling and Service Request management. In addition, the course will review the Invoice Workflow through PayScan.