

BY CHRISTIE UPP



TRAINING MENU

Please note, this list is not all inclusive of offerings. For additional offerings, please contact Christie at 317-432-2716 or cupp@cpmsre.com

Courses

Sales Training
Soft Skill Training
Team Building/Culture
Development

Sales Training

A-Z Sales Process, In-Person
Overcoming Objections, Closing & Follow-up, In-Person
Make Ready, the Leasing Role, In-Person
KPI's – Let's do the Leasing Math
Renewals – Ask Questions, Be Ready
Building Rapport
Decline without Saying No

Soft Skill Training

Empathy
Emotional Intelligence
Communication Awareness
Identifying & Overcoming Unconscious Bias

Team Building/Culture

Active Listening/DISC
Navigating Difficult Conversations
Top Level Service/Customer Service
Conflict Resolution
Curb Appeal

Development/Fractional HR

"How To" Performance Reviews
Best Practices for Coaching & Counseling
Employee Mediation
HR Investigations
Leadership

