

CAMT Training:

FranklinCovey Insights on Demand Activities



PARTICIPANT RESOURCE GUIDE



The Ultimate Question – Activity

Partner Experiment

Select a partner and practice a conversation based upon one of these topics:

1. What “bad profits” occur in maintenance that could change a resident from loyal to a detractor?

2. List 5 things that your “promoter residents” would say about you and/or your staff.

1

2

3

4

5

Trim Tab – Activity

Part 1

(As a Group) Select 3 and discuss how these roles are Trim Tabs:

Porter

Maid

Make-Ready Assistant

Painter

Maintenance Technician

Maintenance Supervisor

Leasing Professional

Assistant Manager

Manager

Part 2

(As an Individual) Identifying Great Things:

My Great Thing:

What trim tab will I adjust?

COPA Airlines – Activity

In your group, discuss each team member’s part in reaching the goal the instructor assigns.

Goals:

- 1. 25 make-readies in 25 days.
- 2. 85% renewal capture.
- 3. 24-hour service order response.
- 4. Implementation of a preventive maintenance plan.
- 5. 95% resident satisfaction rating.
- 6. No work site injuries.

Notes:

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