CAMT Training:

FranklinCovey Insights on Demand Activities



PARTICIPANT RESOURCE GUIDE







Empathic Listening – Activity

Partner Experiment

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

- 1. A resident angry that his or her service request will have to wait until tomorrow.
- 2. A resident confused about having to wait for a needed part to resolve his or her service request.
- 3. An employee who is trying to tell you about an uncomfortable resident encounter.
- 4. A coworker who has a new task and is unsure how to proceed.

Notes:

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?			
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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

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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.

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