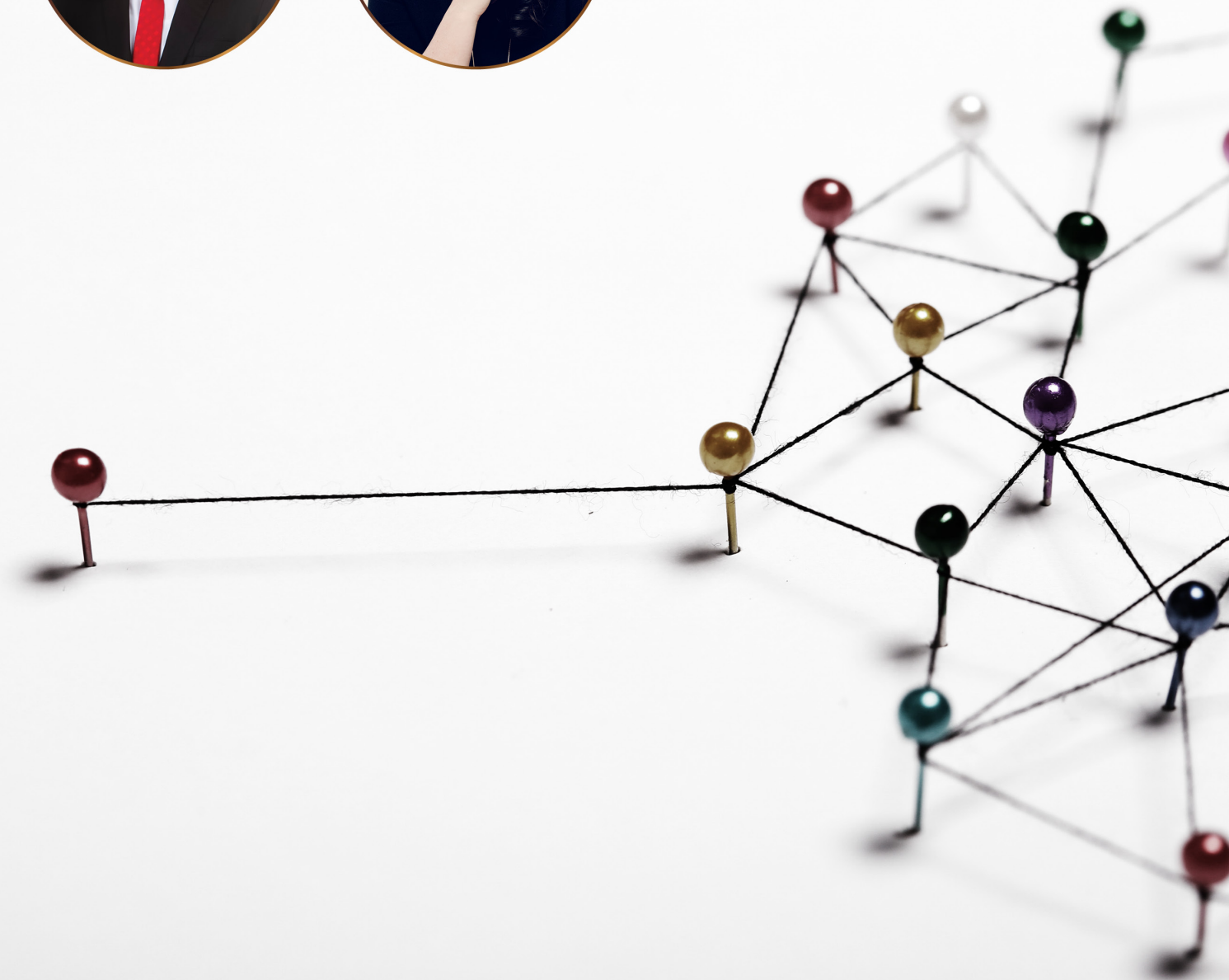


Transitioning Property Managers *to Relationship Managers*

Featuring Rebecca Clow facilitated by Lee Woodward





[modernize Property Management](#)

<https://vimeo.com/433845634>

Deliverables


You will learn:

-
- Why future proofing property management is essential to stay relevant and valued to your customer □
- Understanding how valuable a supportive model of people, technology, outsourcing and strong processes is for a sustainable business model □
- Understanding our future customer and the experience they will continue to demand □
- What are the benefits of having a customer experience road map □
- Profiling the difference between a Property Manager and a Relationship Manager □
- Why leaders and managers need to plan, engage and execute the change management process □
- How to find the influencers in your team to combat existing fears, behaviours and habits which may hinder the transitioning process □
- Understanding the necessary tools, processes and technology available to assist a Relationship Manager to become more customer centric □
- What team structures work effectively and efficiently with the Relationship Management model □
- How to recruit for a Relationship Manager □
- What are the improvements each team member needs to adopt to make sure the development of the Relationship Management model is continually adopted and adapted as part of the business practices


Mapping Process

- | | | | |
|-------|---|---------------------------------|--------------------------------|
| 1 | Do you regularly evaluate your efficiencies in the business | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 2 | Do you have a digital experience for your customer and your business | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 3 | Have you assessed your businesses customer experience in the last 3 months? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 4 | As a business leader do you have a strategy to stay relevant to the future customer? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 5 | Are you running an operationally sound business that is measurable? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 6 | Are your property managers working within their capacity and have created freedom of managing mundane task? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 7 | Do you have documented systems and processes for all property management roles? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 8 | Do you assess your feature and function of all your technologies you subscribe to? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| <hr/> | | | |
| 9 | Do you evaluate your complaints register regularly and use the findings in a team workshop to better the customer experience? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |


Future Proofing Property Management

 01 Future Proofing Property Management


Our Future Customer

 02 Our Future Customer


The Customer Experience

 03 The Customer Experience

We Have Arrived

 04 We Have Arrived


The Change Management Process

 05 The Change Management Process


The Power of Influences

 06 The Power of Influences

Tools, Systems & Technology

 07 Tools, Systems & Technology

Team Structure

 08 Team Structures

Effective Communication Platform

 09 Effective Communication Platforms
