

NORTHERN OHIO APARTMENT ASSOCIATION

# Leasing Kickoff

Setting Goals & Defining Roles

**NEW LOCATION!**

ST. MICHAEL'S RUSSIAN ORTHODOX CHURCH  
5025 MILL RD.  
BROADVIEW HEIGHTS, OH 44147

**A WORKSHOP WITH  
DR. DEBBIE PHILLIPS**

**WEDNESDAY  
APRIL 25<sup>TH</sup> 2018**

SPONSORED BY

**CARRARA RESTORATION | MFS SUPPLY | REFRESH REFINISHING**

# NOAA Leasing Kickoff - April 25<sup>th</sup> 2018

RSVP by Thursday, April 19<sup>th</sup> 2017

## SETTING GOALS & DEFINING ROLES

This workshop focuses on understanding how achieving the owner's goals and objectives is dependent on the team's total engagement. We will explore the impact each individual has on product quality, customer service, marketing and maintenance. In isolation these components may seem insignificant, but when combined they can produce extraordinary outcomes. We will discuss these topics and the impact each has on the bottom line.

This workshop is for any team member that has aspirations of advancing his or her career to the next level. Success in one's role is often dependent on daily habits and rituals. Understanding the owner's goals and the importance of your role can enhance your progress! Join us and be inspired!

### This workshop offers:

- Understanding Goals and Objectives of the Owner.
- Identifying key performance indicators that drive results.
- Strategies for managing diverse stakeholders.
- Resolving conflicts and achieving outcomes.

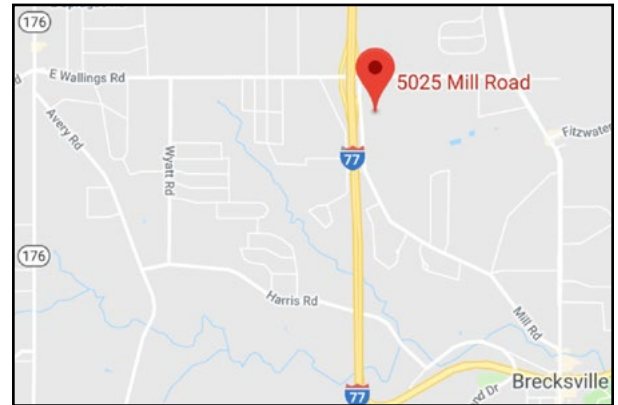


### DR. DEBBIE PHILLIPS

Debbie is a real estate professional with over 25 years of experience leasing, marketing and managing diverse property types. She completed her PhD from Georgia Tech, where her research focused on Resident Satisfaction and Employee Engagement.

## NEW LOCATION

St. Michael's Russian Orthodox Church  
5025 Mill Rd. Broadview Heights, OH 44147



Sponsored By



Name: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Attendees:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_

### Payment

Member \$49    MC     Discover     Visa   
Non-Member \$79    Am Ex     Check     Invoice

# Guests: \_\_\_\_\_ X \$ \_\_\_\_\_ = Total \$ \_\_\_\_\_

Card #: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Signature: \_\_\_\_\_

Please provide billing name and address if paying by credit card.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Please mail or fax the completed rsvp and checks to:

**The Northern Ohio Apartment Association**  
1468 West 9<sup>th</sup> Street - Suite 110 - Cleveland Ohio 44113  
Fax: **216.241.1636** Phone: 216.241.1635  
Email: **jacquib@noaamembers.com**

### DATE

**Thursday**  
April 25<sup>th</sup> 2018  
9am - noon

### COST

**Members \$49**  
Non-Members \$79

### LOCATION

**St. Michael's Russian Orthodox Church**  
5025 Mill Rd.  
Broadview Heights, OH 44147



# NOAA

Northern Ohio Apartment Association

1468 West 9<sup>th</sup> Street  
Suite 110  
Cleveland, OH 44113

## President's Inner Circle

**IGS Energy**

## President's Circle Members

Advantage Equipment, Inc.	C.C. Mitchell Supply Co.	Oswald Companies
AmRent	Carrara Restoration	Plunkett's Pest Control
Apartments.com	CORT	Powers Friedman Linn PLL
AssuredPartners	CSC ServiceWorks	RentPath - Apartment Guide.com
AT&T	Landlord Shield, Inc.	Roto-Rooter Services Co. Inc.
Belfor USA	McGowan & Company	Sherwin Williams