

# TRADE SHOW EDUCATION

200 BOOTH  
IN THE  
EXHIBIT HALL

## MORNING SESSIONS

### ***Conflict Management for Multifamily Professionals***

**9-10:15 a.m.**

Focus: Managers, Regional Managers, Leasing Team  
Presented by: Doug Chasick, CAPS, CAS, NAAEI Faculty, Callsource

Explore what makes a person difficult – whether it's a resident, a prospective resident, or a co-worker. Become a master at managing difficult people and calming customers.

### ***How to Remediate and Cope with Water Intrusion***

**9-10:15 a.m.**

Focus: Maintenance Team  
Presented by: Delaware County Janitorial & Fire Restoration, Inc.

This class will focus on managing water intrusion and the art of drying, drying equipment and practical applications.

### ***Mixing for Diversity - What's Your Company's Recipe?***

**10:30-11:45 a.m.**

Focus: All Staff  
Presented by: Donna Olson

Identify how harassment and discrimination can occur at the property. Find practical solutions based on understanding differences among people.

### ***Maintenance Career Development: Customer Service/Leadership***

**10:30-11:45 a.m.**

Focus: Maintenance Team  
Presented by: Doug Chasick, CAPS, CAS, NAAEI Faculty, Callsource

We all know that maintenance professionals have the most contact with our customers. Make sure you attend this session to learn how to more effectively manage your attitude and delivery excellent customer service.

## AFTERNOON SESSIONS

### ***Diversity Training I I***

**1:30-2:45 p.m.**

Focus: All Staff  
Presented by: Donna Olson

Participate in a discussion of specific cultural sensitivities and learn through role playing how to handle various situations. Bring and share your on-site experiences.

### ***Hands-On Maintenance: Drywall Repair***

**1:30-2:45 p.m.**

Focus: Maintenance Team  
Presented by: Lowe's/Olympic Paint

Tools, tips and techniques for drywall repair will be presented and attendees will have the opportunity to practice the techniques themselves.

***Registration opens Feb 1***  
***Register online at [www.aagp.com](http://www.aagp.com)***

### ***Interested in Exhibiting?***

The largest event of the year presented by the Apartment Association of Greater Philadelphia! This event provides an opportunity for vendors to display their products and services to the Philadelphia area's multi-family housing decision makers and site personnel.

Visit [www.aagp.com](http://www.aagp.com) or email Erica at [ehunter@aagp.com](mailto:ehunter@aagp.com) for full details

**FREE  
ONE DAY**

**March 28, 2012**