

Building and Maintaining Client Relationships**CPD Approval Number:** ASPIRE171**CPD Points:** 3.5

The key to trust is reliability, consistency and connection with the client. This course is designed to establish and maintain trust through professionalism, best practice, correct use of documentation and ensuring the code of conduct is followed every step of the way.

Understanding Conflict Management**CPD Approval Number:** ASPIRE180**CPD Points:** 3.5

Conflicts are unavoidable in life and the same holds true for the workplace and the real estate industry in general. Conflicts and disputes are certain to occur in any organisation regardless of whether it is large or small.

This session focuses on why having the knowledge and the skills necessary to quell conflicts in the before they do irreparable damage is of paramount importance. Regardless of the severity of the dispute, it is of utmost importance that an organisation should detect and tackle the issue in the most effective and professional way possible by using the various techniques and strategies that will be provided by this course.

In this session, the knowledge, skills, and techniques necessary to resolve conflicts in a quick and effective manner before they become an actual threat to the organisation will be provided. Here you and your team will be able to gain new skills and learn new methods that will enable you to take control of otherwise difficult situations and help your organisation grow as a result of this.

Mastering Negotiation**CPD Approval Number:** ASPIRE181**CPD Points:** 3.5

A crucial role for both sales representatives and property management is negotiating successful outcomes for the consumer. This involves understanding how our role is vital to create the desired outcome and how to use effective strategies to achieve this.

When dealing with rental and sales price, negotiation skills are crucial. This course is designed to give the participants a number of tools that can be used in different circumstances so that positive outcomes can be reached for the consumer.

Diversity and cultures are also discussed and how these can be dealt with in a method and with respect for all involved. Differing areas and times of interaction require differing skills. Property manager and sales people need to be aware of their responsibilities and also their duty in care in working to outcomes. Examples are methods of sale, bond disputes, final inspection disputes and negotiation between buyer/tenant and owner.

Court Proceedings

CPD Approval Number: ASPIRE183

CPD Points: 3.5

This session will provide an overview of the court proceedings process aligned to the real estate industry. It is specifically aligned to the Western Australian Magistrates Court “Residential Tenancies Act Guide for Applications/Agents” to improve the industries understanding of court proceedings. The aim of this session is to allow participant to gain the required skills and knowledge of court proceedings, whilst providing participants with the opportunity to practice completing necessary forms in an interactive but informative session.

Risk – Applying Best Practice to your Real Estate Work

CPD Approval Number: ASPIRE185

CPD Points: 7

Risk is present in every area of real estate. Sales representatives and property managers may be indirectly breaching the ACL, CODE OF CONDUCT or make mistakes that could cause damages or loss to their clients or themselves. Identifying areas of risk, learning from previous mistakes and developing policy and procedure to reduce the likelihood of this occurring is the main focus of this session. Aligning best practice to all areas of Real Estate.

How to Write and Read Legal Contracts

CPD Approval Number: ASPIRE189

CPD Points: 3.5

Real Estate in Western Australia has the privilege of drafting and executing its own transaction contracts. Agency Practitioners, Sales Representatives and Property Managers need to be fully aware of how each contract is of paramount importance to protect the interests of consumers

A focus on providing real systems and tools to increase client satisfaction and sales performance that create positive results when dealing with the real estate consumer.

Cultural Intelligence

CPD Approval Number: ASPIRE190

CPD Points: 3.5

Our client and consumer can now come from anywhere in the world. We have a large percentage of buyers from the Asian Subcontinent who are buying, selling, renting and leasing properties in Australia.

With our clients having English as a second language and differing cultural norms from living in another country, real estate personnel are not equipped or skilled to make sure the other party is being understood and respected in the correct manner. This course will endeavour to shed light on certain cultural norms and how to show respect.

This course will shed light on the areas as follows:

- Negotiation styles of differing cultures and how we can work with the process to achieve the outcome for our clients. An example of this is buyers starting much lower than asking price. How this is handled by the agent is key in the relationship and trust with the buyer and their ability to negotiate up to a price acceptable by the clients.
- Showing respect in differing cultures : For example, when to shake hands, shoes, not showing the bottom of the feet to clients, the differing methods to communicate.

- Service standards and how they may be varied
- Confirming discussions in writing
- Using interpreters and translators
- Family and their role in the buying, selling, leasing or renting process of the consumer.
- Overview of differing cultural beliefs

At the end of the course, we aim to have the participant show more awareness, understanding and respect to the clients they meet. This will enhance the consumer experience and will reduce issues or complaints from misunderstanding.

Social Media

CPD Approval Number: ASPIRE193

CPD Points: 3.5

Session based on awareness on how we stay compliant in the new forms of medium available. Not are there only online portals, there is LinkedIn, Instagram, Facebook and more.

With the ease and speed at which the industry can reach people through the medium, small incorrect statements or rushed posts can convey false and misleading representations. We can also compromise the Code of Conduct and Australian Consumer law.

Learning how to stay compliant in social media is a large focus of this course, as well as complaint resolution as it occurs online and quickly. The session will also cover risk of private information and the professional image of the industry.

Effective Coaching and Mentoring Approach to Working With Customers

CPD Approval Number: ASPIRE195

CPD Points: 7

Many of our clients display ideas, concepts or beliefs that may require coaching in order for them to understand changes in market conditions and methods. Coaching looks at working with our clients, in an effort to seek alignment to common goals through a subtle yet effective questioning, service and guidance.

When this is used right through the process, we can hopefully achieve better results in a quicker time frame. Most sellers, for example, are around 5-10% away from market value for a property. How we handle this, the buyers and the process is key to getting results that our clients require. Delays here can result in lower results further down the line.

Effective Customer Service

CPD Approval Number: ASPIRE196

CPD Points: 7

Customer service standards and expectations have changed over time and now incorporate different mediums. The basics of good customer service have not changed and its important that all real estate personnel understand what these are and what may be holding them back from delivering the standard the client expects from the industry. This will include our legal and ethical responsibilities and how we can operate at best practice to exceed customer requirements.

Building Strategies for Resilience**CPD Approval Number:** ASPIRE200**CPD Points:** 3.5

Today's real estate market is more complex, dynamic and high-pressured than ever before. In this fast-paced environment, it is critical all real estate professionals develop the skills to effectively manage the ebbs and flows of a demanding market and the agency they are working for to provide the best service they can to the consumer. This workshop will give participant the tools and techniques to be understand and manage change effectively and to work more effectively with the real estate consumer and others in the workplace.

Energy Management**CPD Approval Number:** ASPIRE201**CPD Points:** 3.5

This workshop focuses on the key concept of energy management which will better equip the real estate industry on the importance of managing energy to effectively manage their time. With a high pressure work environment this is critical for participants to adapt to changing practices to equip themselves with the tools and techniques to manage themselves more effectively which will result in a more productive agency and a better service being provided to the consumer.

Risk, Applying Best Practice**CPD Approval Number:** ASPIRE202**CPD Points:** 3.5

Risk is present in every area of real estate. Sales representatives and property managers may be indirectly breaching the ACL, CODE OF CONDUCT or make mistakes that could cause damages or loss to their clients or themselves. Identifying areas or risk, learning from previous mistakes and developing policy and procedure to reduce the likelihood of this occurring is the main focus of this session.