

# NAHMANews™

PROTECTING THE INTERESTS OF AFFORDABLE HOUSING PROPERTY MANAGERS AND OWNERS

## Learn to Confidently Communicate: A Special NAHMA People Skills Webinar

*Alexandria, Va., Nov. 3, 2017* — Tackle the challenge of communicating effectively with the *NAHMA Presents Key People Skills for Property Management Staffers: Communicating with Confidence* interactive webinar. The live 90-minute webinar takes place Tuesday, Nov. 28, beginning at 2 p.m. Eastern, and is led by Brenda Harrington, founder of Adaptive Leadership Strategies LLC. Register for the training session through your local [AHMA](#) today. Registration closes Tuesday, Nov. 21.

Topics for the session include:

- Different types of communication
- Connecting with your audience
- Effective customer service
- Delivering feedback
- Difficult conversations

This webinar is designed for on-site staff, including property managers, assistant managers, compliance specialists, service coordinators and maintenance supervisors, as well as corporate or headquarters staff, including regional and district managers; mid- and entry-level managers and supervisors; compliance specialists; HR, accounting and technical staff.

Harrington works with private, public and nonprofit organizations to improve performance by helping staff members work with greater agility and expanded leadership capacity. She previously served as executive vice president of operations for a large property management and consulting firm. She is a moderator on the Global Delivery Team for Harvard Business School Publishing (HBP), where she facilitates leadership development courses for HBP corporate clients worldwide. Harrington received her Certification for Leadership Coaching from Georgetown University and is also certified by the International Coach Federation.

The webinar is brought to you by NAHMA and is hosted by Rocky AHMA. Contact information for your local AHMA can be found by visiting the [AHMA Directory](#) map at [nahma.org](#) and clicking on the AHMA nearest to your location.

NAHMA is the leading voice for affordable housing management, advocating on behalf of multifamily property managers and owners whose mission is to provide quality affordable housing. NAHMA supports legislative and regulatory policy that promotes the development and preservation of decent and safe affordable housing, is a vital resource for technical education and information and fosters strategic relations between government and industry. NAHMA's membership represents 75 percent of the affordable housing industry, and includes its most distinguished multifamily owners and management companies. Visit [www.nahma.org](http://www.nahma.org) for more information.

###

**Media Contact**

Jennifer Jones, Manager of Communications and Public Relations

National Affordable Housing Management Association

703-683-8630, ext. 100

[jjones@nahma.org](mailto:jjones@nahma.org)