

NAHMANews™

PROTECTING THE INTERESTS OF AFFORDABLE HOUSING PROPERTY MANAGERS AND OWNERS

For Immediate Release

NAHMA Announces New Professional Development Course in its Online Learning Center

April 14, 2005, Alexandria, Va. – The National Affordable Housing Management Association (NAHMA) announces a new course is available in its online **NAHMA Learning Center**, which brings computer-based training into the offices and homes of multifamily housing professionals.

The newest course, “Conflict Resolution,” comes in two versions – one for supervisors and one for employees. The course is specifically designed for the busy property management professional, who interacts with customers and co-workers every day. Often, property managers may be faced with an angry or unreasonable resident, or even a difficult coworker.

In the “Conflict Resolution” course, students will learn:

- Four ways to respond to any conflict
- Improved communication skills
- Powerful negotiation techniques
- How to work with coworkers to solve a disagreement together

Courses available through the NAHMA Learning Center are tailored to provide affordable housing professionals with a comprehensive, distance-learning experience that ensures timely, easy-to-access, affordable education. Courses are developed and offered in alliance with two providers of Internet-based training for the affordable housing industry – Ross Business Development and Grace Hill.

NAHMA Learning Center classes are designed to provide students with an interactive, media-rich learning experience. Courses now available cover the following topics:

- * Advanced Leasing
- * Conflict Resolution
- * Conflict Resolution Supervisor Version
- * Customer Service as a Competitive Advantage
- * Customer Service Spanish Version
- * Fair Housing
- * Fair Housing Spanish Version
- * Help Wanted!
- * Internet Leasing
- * Leasing For a Living
- * Mold Awareness
- * Preventing Sexual Harassment
- * Preventing Sexual Harassment Spanish Version

- * Preventing Sexual Harassment Supervisor Version
- * Resident Retention for Today's Savvy Customers
- * Risk Management 1 - Associate Safety

Students may sign up for an unlimited training subscription or use the “pay-per-view” option to take one course at a time whenever it is convenient – any time of the day, night or weekend. Costs range from \$79 to \$99 per student per course in either format.

Each course takes approximately two to four hours to complete. Successful completion of the course modules and a passing score of 70 percent or above confers upon the student a Course Completion Certificate.

Successful completion of courses earns Continuing Education Unit (CEU) points for NAHMA's National Affordable Housing Professional® (NAHP) and National Affordable Housing Professional® -Executive (NAHP-e) credentials, as well as for the Housing Credit Certified Professional (HCCP) credential. For each course successfully completed, students earn CEU points equal to the number of hours listed under “Average Length” of time to take the course on the Course Description at the Learning Center.

In addition, the National Apartment Association (NAA) has approved the courses for meriting its Continuing Education Credits for its designations, including National Apartment Leasing Professional, Certified Apartment Manager, Certified Apartment Maintenance Technician, Certified Apartment Property Supervisor or Certified Apartment Supplier.

As an aid to management companies that fund their employees' use of this service, a Learning Management System tracks course history, scores and participation dates.

For more information on NAHMA's Learning Center, visit <http://www.nahma.org/content/onlinelearning.html>, or contact NAHMA, at 703-683-8630.

NAHMA advocates for affordable, quality, multifamily rental housing by bringing nationwide attention to the need for preserving decent, safe and sanitary housing, and advocates for establishment of industry standards for affordable housing professionals. NAHMA encourages creation of public/private partnerships among property owners and managers, the U.S. Department of Housing and Urban Development, Congress and others with an interest in preserving affordable housing. Founded in 1990, NAHMA's membership today includes the industry's most distinguished multifamily owners and management companies.

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