Business Purpose	It is our goal at Home Apartments that our residents find their home here. Home Apartments is a parent company of apartment complexes found in 25 states across the United States. The 150-unit apartment complexes include amenities like no other apartment complex! Home Apartments and its employees uphold the values of where high expectations meets high caliber living. Sometimes, though, residents decide to move out on their own accord or are evicted due to breach of lease. Last month, incidents of residents moving out of Home Apartments' complexes increased by 15% and resident satisfaction of the move-out process decreased by 20%. The stated reason for resident dissatisfaction was the organization of the move-out process. This does not reflect our standards as a company. **The purpose of this training is to ensure our management employees follow the proper protocols through the resident voluntary move-out process.** As there are many complexes across the nation, we want consistency from complex to complex. It is the goal of this training to improve management employee adherence to the move-out procedure and consequently increase resident satisfaction in the case they do experience the move-out process. **As a result of this training, all management employees will consistently adhere to Home Apartments policies.**
Target Audience *Training Time*	The target audience is the management employees who directly and frequently encounter residents at Home Apartments. 45 minutes
Training Recommendation	Level 2 VILT which is an engaging learning experience. As Home Apartments spans 25 states and 3 time zones, this training would be delivered through Zoom at an assigned time when the apartment offices are closed to residents for Memorial Day.
Deliverables	Design Document Facilitator's Guide Participant's Guide/Job Aids PowerPoint Slide Deck 2 Vyond Scenario Videos

Design Document

Property Management (Move-Out Procedures)

Learning Objectives	By the end of this training, learners will be able to: • Identify key steps in the move-out process. • Sequence the move-out process.
Training Outline	Welcome **1 minute** Session Overview **2 minutes** – Agenda Introductions **1 minute** – Facilitator and Producer Icebreaker **4 minutes** – How do you help residents through the move-out process? List key words in Mentimeter for Word Cloud. Gain Attention **3 minutes** – Vyond Scenario (Resident's perspective - when things go wrong) • Watch scenario • Debrief Learning Objectives **1 minute** • Identify key steps in the move-out process. • Sequence the move-out process. Initial Move-Out Notice **10 minutes** • PowerPoint Slide Deck Content • Breakout Room Activity: Practice the conversation • Debrief Move-Out Letter **7 minutes** • PowerPoint Slide Deck Content • Activity: Walk-through access the move-out letter template • Debrief Move-Out Inspection **7 minutes** • PowerPoint Slide Deck Content • Activity: Poll on confidence in this area • Knowledge Check Summary **4 minutes** • Review Sequence of Steps Review Activity – Vyond Scenario (Resident's perspective – when things go right) **5 minutes allowed (3-minute video with 2-minute debrief)** • Watch scenario • Debrief (identify and sequence key steps in the move-out process) Rise 360 Assessment **9 minutes** – time allotted but participants can take time as needed

Evaluation Plan	• One (1) graded quiz delivered through Rise/Storyline 360
	• 10 questions to use various interactions
	  • *Identify key steps into categories (notice, letter, inspection)*
	  • *Sequence order of steps in the move-out process.*

	• Learner must score 80% to pass and complete the course with only one (1) quiz attempt.