

**2023 TAA ONE Conference Expo
CEC Claim Sheet**

INSTRUCTIONS: Use this form to keep track of your CECs throughout the conference. Continuing Education Credits are not transferable, cannot be carried over to future years and must be submitted by NAAEI's renewal deadline. CECs must be submitted to NAAEI with your renewal, via fax to 703/797-0639 or online in the renewal section of www.naahq.org.

Printed Name: _____

NAAEI Designation/s: _____

Company: _____

Phone: _____

Email: _____

Wednesday, April 19, 2023

Start	End	Session Name	Worth	Earned
2:00 PM	3:00 PM	Managing & Leading Great Staff & Team Meetings	1	_____
		Dude! Where's my caulk? We Really Need Maintenance Shop Organization and		
		Inventory Management!	1	_____
2:00 PM	3:00 PM	The Art of Influence	1	_____
2:00 PM	3:00 PM	Roundtable Discussion: Training Directors	1	_____
2:00 PM	3:00 PM	When The Price is too High, Don't Lower Rents. Increase VALUE!	1	_____
2:00 PM	3:00 PM	Active Shooter Preparedness and Response	1	_____
2:00 PM	3:00 PM	Change Your Welcome Mat: Amenity Revolution	1	_____
2:00 PM	3:00 PM	Creative Copywriting: Crafting Messages That Get Attention - and Results	1	_____
2:00 PM	3:00 PM	Extinction of the Whiteboard: Evolution of Maintenance Technology and Process	1	_____
2:00 PM	3:00 PM	Becoming a Brand- How to build your brand to become irreplaceable	1	_____
		Recruiting is the New Marketing: How Creative Multifamily Leaders Find and Retain		
		Team Members Today	1	_____
3:15 PM	4:15 PM	The 5 Beliefs of an Irresistible Leader	1	_____
		Ditch the Drama! Real Tips to Bringing Back Great Customer Experience for		
		Maintenance Teams.	1	_____
3:15 PM	4:15 PM	Bridging the Distance: Creating and Maintaining Engagement in the Virtual World	1	_____
3:15 PM	4:15 PM	Roundtable Discussion - De-escalation and Personal Safety	1	_____
3:15 PM	4:15 PM	Answer the Phone! Diminished Service as a Result of High Occupancies	1	_____
3:15 PM	4:15 PM	Stop Rental Fraud: How To Recognize A Fake Identification	1	_____
3:15 PM	4:15 PM	Texas vs Everybody: Views From the Rollercoaster	1	_____
3:15 PM	4:15 PM	Connecting The Dots- Your Blueprint to Social Media	1	_____
		Leveraging the power of livestreaming to engage potential and current residents or		
		customers	1	_____
3:15 PM	4:15 PM	Stop Kidding Yourself - Complaining Is NOT A Conversation!	1	_____
		First Day and Beyond: Creating an Onboarding Experience for Retention from the		
		start.	1	_____
4:30 PM	5:30 PM	Breaking the Rules of Talent Management...What you wish you would have known	1	_____
4:30 PM	5:30 PM	Shop Talk with Dude and Man	1	_____
4:30 PM	5:30 PM	The Magic of MindMaps: A Fun & Interactive Brainstorming Tool	1	_____
4:30 PM	5:30 PM	Roundtable Discussion: Onboarding	1	_____
4:30 PM	5:30 PM	Get to Yes! Journalistic & Improv Approaches to Interviewing the Prospect	1	_____
4:30 PM	5:30 PM	Property Management is RUFF: Dealing with Our Four-Legged Friends	1	_____
4:30 PM	5:30 PM	2023 On-Site Employee Retention Risk Report	1	_____
		Creating The Most Influential Marketing Ever Seen on Social Media and Websites	1	_____
		Everyone Can Be a Geek - Tech Tips, Tools & Tricks to Make You More Productive		
		(and Have Fun)	1	_____
4:30 PM	5:30 PM	Selling Hacks For Introverts	1	_____
4:30 PM	5:30 PM	The ONE initiative you didn't know you needed.... The Art of Mentoring.	1	_____

Total Earned Wednesday: _____

**2023 TAA ONE Conference Expo
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Thursday, April 20, 2023

			Worth	Earned
9:00 AM	10:00 AM	2023 Multifamily Outlook Part 1: The Operator Perspective	1	
9:00 AM	10:00 AM	What Triggers Me? How do I understand and overcome them?	1	
9:00 AM	10:00 AM	The Power of Gratitude: Keeping your team happy and engaged	1	
9:00 AM	10:00 AM	R410A Refrigerant Phase Down (presented in Spanish)	1	
9:00 AM	10:00 AM	Hear Ye, Hear Ye! Mock Eviction Trial - Tips for Handling the Complicated Eviction.	1	
9:00 AM	10:00 AM	Roundtable Discussion: Marketing	1	
9:00 AM	10:00 AM	Affordable Housing Best Practices & Tips to Maintenance Compliance	1	
9:00 AM	10:00 AM	Promoted to Maintenance Supervisor; NOW WHAT?	1	
9:00 AM	10:00 AM	What Your Maintenance Team is NOT telling you but wants to!	1	
9:00 AM	10:00 AM	Executive Roundtable: Market Outlook	1	
9:00 AM	10:00 AM	Is DE&I Ever Social Engineering - How To Advocate Not Alienate	1	
9:00 AM	10:00 AM	Hire and Retain to Harness the Energy of Students on Your Team	1	
9:00 AM	10:00 AM	Strategies for Success: Best Practices for Independent Owners	1	
9:00 AM	10:00 AM	Apathy To Empathy: 4 Methods To Cure Fatigue & Bring The Compassion Back	1	
10:15 AM	11:15 AM	2023 Multifamily Outlook Part 2: The Supplier Partner Perspective	1	
10:15 AM	11:15 AM	Achievement NOW! Elevate Your Success	1	
10:15 AM	11:15 AM	Electrical Outlets and Problems (presented in Spanish)	1	
10:15 AM	11:15 AM	People Are stressed and Angry! How to Keep Your Cool, Your Residents and Create Peace	1	
10:15 AM	11:15 AM	Roundtable Discussion: Better Together - Office and Service as a Team	1	
10:15 AM	11:15 AM	TDHCA Update	1	
10:15 AM	11:15 AM	Why Ramping Right Matters: Transform Maintenance Recruiting, Resident Retention and Tech Retention Through Training	1	
10:15 AM	11:15 AM	Leading Edge Strategies for Today's Competitive Market	1	
10:15 AM	11:15 AM	Executive Roundtable: Operational Efficiencies	1	
10:15 AM	11:15 AM	Business Etiquette and the LGBTQ+ Community—What You Need to Know	1	
10:15 AM	11:15 AM	Partnering for a Successful Turn	1	
10:15 AM	11:15 AM	Independent Owner Brainstorming Session	1	
10:15 AM	11:15 AM	Energize Your Workday!	1	
10:30 AM	11:30 AM	What About Me? Building Resilient Leaders & Embracing Self-Care	1	
11:30 AM	12:30 PM	New World=Fresh Perspective + Improved Plan To Reset & Succeed	1	
11:30 AM	12:30 PM	Never Say "I didn't have time" Again - Understanding how urgent and important finds you more time	1	
11:30 AM	12:30 PM	Effective Feedback	1	
11:30 AM	12:30 PM	Maintenance Roundtable Discussion (in Spanish)	1	
11:30 AM	12:30 PM	Requests for Accommodation Fair Housing Investigations: The Investigator's Perspective	1	
11:30 AM	12:30 PM	Roundtable Discussion: LGBTQ+	1	
11:30 AM	12:30 PM	How HOTMA Applies to the Housing Tax Credit Program	1	
11:30 AM	12:30 PM	Superb Service Operations and Team Culture	1	
11:30 AM	12:30 PM	Apartment Leasing Masterclass: What You Must Know to Be Successful in Today's Market	1	
11:30 AM	12:30 PM	Executive Roundtable: Housing Affordability	1	
11:30 AM	12:30 PM	How DE&I is Making a Difference for Organizations	1	
11:30 AM	12:30 PM	What Does Today's Student Housing Say About Tomorrow's Apartment Renters?	1	
11:30 AM	12:30 PM	Legal Best Practices for Independent Owners	1	
11:30 AM	12:30 PM	Be Kind to Your Mind - Mastering Mental Health	1	

Total Earned Thursday: _____