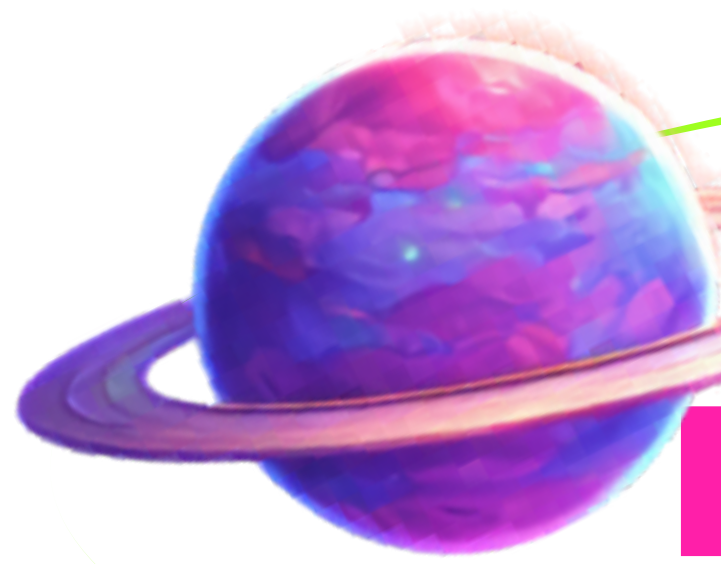




HYPERDRIVE LEARNING LABS

2026 Intergalactic Education Expo Schedule

LEARNING LAB 1

LEARNING LAB 2

4:00 PM-4:20 PM **INSTRUCTOR:**
JESSICA DELANEY - BELFOR

WATER, MOLD & DAMAGE

From small leaks to major damage—gain fast, practical insights to confidently handle water and mold issues and protect your community.

Audience: Maintenance Technicians and Supervisors, Leasing Agents, Assistant and Property Managers

4:15 PM-4:35 PM **INSTRUCTOR:**
SUE WEIDNER - PLK

OUT OF THIS WORLD RESIDENT EVENTS

Blast your resident events into another galaxy with fun, fresh ideas that boost engagement without blowing your budget.

Audience: Leasing Agents, Assistant Managers, Property Managers

4:30 PM-4:50 PM **INSTRUCTOR:**
JUSTIN HILL - PLK

BUDGETING FOR SUCCESS

Bid comp basics, scope of work, creating and maintaining impactful vendor relationships.

Audience: Supplier Partners, Assistant Managers, Property Managers, Maintenance Supervisors

4:45 PM-5:05 PM **INSTRUCTOR:**
HILLS MARKETING TEAM
SARA PERRY & JENN HUDSON

TURNING BAD REVIEWS INTO OPPORTUNITIES

Bad reviews don't have to be bad for business. Discover how to turn negative feedback into meaningful connections, improved experiences, and a stronger online reputation—all in just a few simple steps.

Audience: Leasing Agents, Assistant Managers, Property Managers

5:00 PM-5:20 PM **INSTRUCTOR:**
CRYSTAL ALLEN - GDAA

MAXIMIZING YOUR MEMBERSHIP

Website, Education, Events, Member Compass, online, Directory

Audience: Supplier Partners, Leasing, Assistant and Property Managers, Maintenance Technicians and Supervisors

5:15 PM-5:35 PM **INSTRUCTOR:**
LOGAN JACKSON - PLK

TEAM MEETINGS THAT DON'T SUCK

Make the most of your time with these tips and tricks for a successful team meeting.

Audience: Supplier Partners, Assistant Managers, Property Managers, Maintenance Supervisors

5:30 PM-5:50 PM **INSTRUCTOR:**
DANNY WINTER - HILLS

CUSTOMER SERVICE FOR MAINTENANCE

Launch your customer service skills into hyperspace with practical techniques that can help our maintenance teams provide resident experiences that leave lasting impressions.

Audience: Maintenance Technicians & Supervisors

5:45 PM-6:05 PM **INSTRUCTOR:**
JACQUES BROSE - OBERER

MAINTENANCE FOR OFFICE/ MANAGERS

Maintenance basics for our office team members that will save time and money and increase resident satisfaction. Ideas include: water shut-offs, breakers, GFCI, GD resets, locks, and keys.

Audience: Leasing Agents, Assistant Managers, Property Managers

6:00 PM-6:20 PM **INSTRUCTOR:**
EV LIS TERRON- MB LINK

TUB RESURFACING BASICS

Prepare and care for your resurface tub/countertops.

Audience: Maintenance Technicians & Supervisors

Attend a Hyperdrive Learning Lab Micro Session and Earn an Entry to Win \$250 CASH!

ONE SESSION = ONE ENTRY
ATTEND MORE SESSIONS FOR MORE CHANCES TO WIN!

MUST BE PRESENT TO WIN