

The Concept of ONE

We're all in this
together: Building a
cohesive on-site team.

Can your Team become
ONE X
Certified?

Presenters:
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Break out

- ▶ What are your biggest opportunities for improvement in communications within the on-site team? Where does the communication break down?
- ▶ What are your biggest opportunities for improvement in communications between the Corporate office and site teams? Where does the communication break down?
- ▶ If we had a team that worked together, without barriers and was cohesive. What would that look like?
- ▶ What are your current challenges in customer relations?

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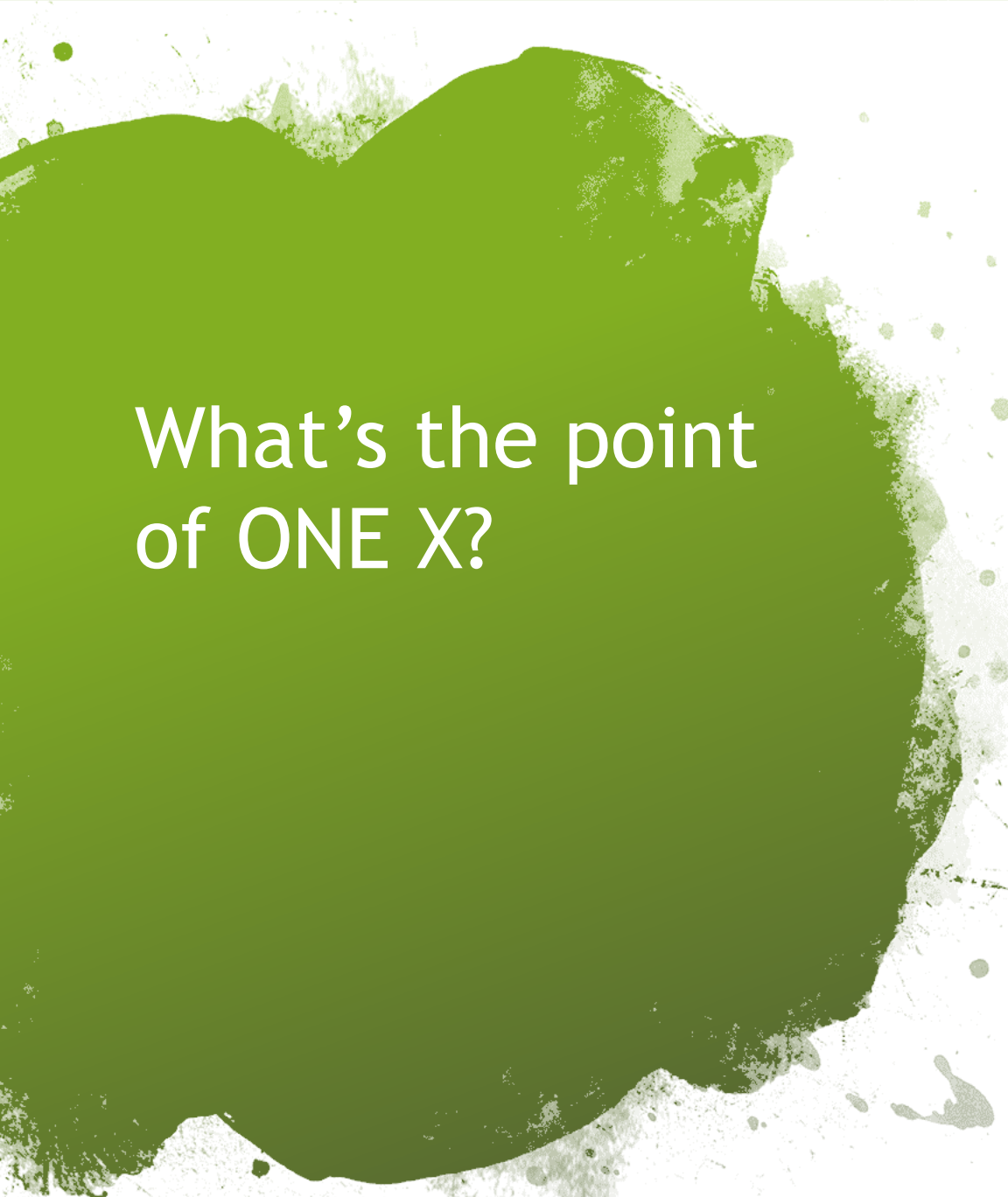
Operational
Excellence
Involves Everyone

ONE X

“Alone we can do so little. Together we can do so much.”
-Helen Keller

- ▶ The concept of ONE
- ▶ Leadership
- ▶ The User’s Experience





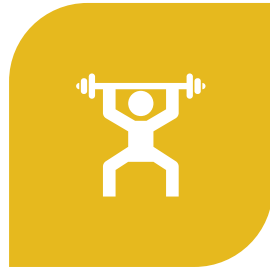
What's the point
of ONE X?

To elevate the team and property performance by removing the proverbial wedge between all of the working parts in property management.

The ONE X concept



REMOVING THE
WEDGE



CROSS TRAINING



TEAM BUILDING



COMMUNICATION,
COMMUNICATION,
COMMUNICATION!!!!

Leadership

- ▶ Self confidence
- ▶ 360 degree leadership
- ▶ Empower your team
- ▶ Accountability
- ▶ Feed back (How to *Give* and *Receive*)

The User
Experience-
Before
customer
service is
customer
service

Customer service has become a
“Clean Up Tool”

Be proactive: Knowing what the
customer Will want

Not just a Micro view, look at the
Macro also

Everything is Everyone's
responsibility

Setting your team up for Success!

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Summary

The concept of ONE is about all roles coming together; to see ONE path to a successful property & more positive work experience.

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TOGETHER!
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