

# SPECIALISED COURSES

## JULY - DECEMBER 2017




- AGENCY OWNERSHIP AND ADMINISTRATION
- TECHNOLOGY, MARKETING AND DIGITAL MEDIA
- PROPERTY MANAGEMENT
- SAFETY
- SALES AND AUCTION
- COMMERCIAL
- BUSINESS BROKING
- REALWORKS
- BUYERS AGENTS
- JOB SEEKERS
- CONSULTING

### TO ENROL

 [E. courses@reiq.com.au](mailto:courses@reiq.com.au)

 **P. 3249 7347**

 **W. REIQ.com**

# TECHNOLOGY, MARKETING AND DIGITAL MEDIA

## DIGITAL MEDIA MARKETING MASTERCLASS

Join presenters Peter Brewer and Tara Christianson in this 3 hour Digital Media Masterclass. Peter and Tara will be fresh from the stage of the Inman Conference in New York and will be sharing the latest and greatest in Marketing Real Estate using Digital Media.

- Advanced Facebook Ads
- Online Lead Generation
- 360 and VR
- Micro Video
- and much, much more!

Cairns, 17 July | 1.30pm - 4.30pm  
\$99 members | \$110 non-members

## SPECIAL SESSION: PRESENTING TO CAMERA - THE FUNDAMENTALS

*With respected newsreader and journalist Jillian Whiting, and TV producer and voice coach Suzanne Stark*

The use of video on social media has been a game changer for the property industry and personal videos are a great tool for agents who want to boost their profile. This session covers:

- Presenting style
- Audience engagement
- What makes a good talent?
- Engaging delivery – emphasis, pause and pace
- Corporate and personal brand
- Language
- Techniques to relax
- Remembering scripts
- Voice skills
- Storytelling
- Camera basics – light, sound, framing
- What to wear

This session is highly practical, and each attendee should bring their own smartphone or tablet on which to record their own piece to camera.

Brisbane, 30 November | 9am - 12pm  
\$150 members | \$200 non-members



## TECH ONLINE LIBRARY

- LinkedIn for Real Estate
- Facebook for Real Estate
- Snapchat, Instagram, Twitter and Pinterest for Real Estate
- Video for Real Estate

Full Library: \$200 members | \$250 non-members

## TECH SNAPSHOTS

Tech Snapshots are 1 hour duration and are held in Brisbane.

Each session: \$66 members | \$88 non-members

### July: LinkedIn

- Getting started on LinkedIn  
12 July | 9am - 10am
- Building your database from LinkedIn  
26 July | 9am - 10am
- LinkedIn Recommendations and Endorsements  
1 August | 3pm - 4pm

### September: Facebook

- Facebook Profile and Privacy: Getting started, getting secure.  
6 September | 9am - 10am
- Facebook Business Pages/Groups. Which is best for you? 5 little known features.  
13 September | 3pm - 4pm
- Facebook Advertising and Facebook Content: Creating Thumbstopping Content  
27 September | 9am - 10am

### October: Geeking Out

- Snapchat and Instagram for Real Estate  
11 October | 9am - 10am
- Twitter and Pinterest for Real Estate  
17 - 18 October | 9am - 10am
- Desktop Publishing for Dummies Using Canva  
25 October | 9am - 10am

### November: Video Killed the Radio Star

- Why Video and What to Shoot  
8 November | 9am - 10am
- Video Channels and YouTube Tips  
22 November | 3pm - 4pm

# PROPERTY MANAGEMENT

## FEATURE DAY

### THE PRACTICAL PROPERTY MANAGER: QCAT, BCCM AND RTRA ACT

This feature day will give property managers the tools to formulate practical solutions to the common (and not so common) situations that arise as part of tenancies. Special guest speakers, including QCAT Senior Member Peta Stilgoe OAM, will share their knowledge and experiences to arm property managers with the confidence to represent their clients at QCAT, to understand and interpret the key legislative requirements of the RTRA Act and Regulations, and to prevent common disputes in community titled properties. This is an information packed day for hands-on property managers and is not to be missed!

Brisbane, 15 September | 9am - 4pm  
\$200 members | \$250 non-members

## FEATURE DAY

### BUSINESS DEVELOPMENT DAY FOR PROPERTY MANAGERS

REIQ's popular annual event. At the Business Development Day for Property Managers you'll learn from some of the best in the business about:

- The latest technology tools to grow the business and rent properties fast
- Overcoming objections to win the business without reducing fees
- Client and customer engagement - are you getting the most from your database and the team?
- Direct marketing and CMA's
- Building a rent roll from scratch
- Working with the sales team to build the rentroll
- How to keep the team motivated
- Introducing a BDM role in the business and how the property management team and BDM work together to maximise potential

Brisbane, 17 November | 9am - 4pm  
\$200 members | \$250 non-members

### JOB READY PROPERTY MANAGEMENT

A highly practical course focussing on operational requirements of a property manager's role, with specific focus on listings, property inspections, systems for tracking arrears, issuing notices, time management and technology. Designed for newcomers to the profession after completion of the Registration Course and those that need a kick-start, this course will ensure attendees are genuinely 'job ready' for their role as a property manager.

Brisbane 23 & 24 November  
Gold Coast 12 & 13 October

9am - 4pm daily  
\$330 members | \$440 non-members

## PM PLATINUM

Attendees will work through the full property management life cycle – from securing the listing through to finalising the tenancy. You will learn:

- The roll of BDMs and property managers in growing the rent roll
- How to set up the property for maximum exposure and achieve obtainable rents
- Managing the tenancy – how to do effective routine inspections the use of technology to full effect
- Dealing with maintenance properly and effectively
- The best most effective way to conduct routine inspections and bond inspections
- How best to avoid going to mediation and QCAT
- Fee and commission structures and multiple ways of charging for what we do
- See winning appraisal techniques

PM Platinum will arm you with the most up to date methods and technology to be the best property manager you can be. PM Platinum has been written and presented by Malcom Riley, one of Australia's leading property management speakers and trainers. Limited numbers available for this course.

Brisbane, 30 August | 9am - 4pm  
\$200 members | \$250 non-members

### MANAGEMENT RIGHTS INDUCTION

This induction equips participants with a greater understanding of all the major elements of running a successful management rights business. The course covers legislation for resident letting agents, the dual role of a letting agent and caretaker/facilities manager, the role of the committee and body corporate manager, how to avoid disputes with the body corporate, and how to get the most out of your industry associations. Course includes ARAMA membership for 12 months.

Brisbane, 28 November | 9am - 4pm  
\$695 members and non-members

### PROPERTY MANAGEMENT BREAKFASTS

Property Management Breakfasts are run throughout Queensland and are an opportunity for property managers to meet their peers, discuss issues and share ideas in open and interactive sessions.

Brisbane, 7 September & 9 November  
Gold Coast, 13 September & 15 November  
Sunshine Coast, 20 September & 22 November

Breakfasts run from 7.15am - 8.45am  
\$30 members | \$40 non-members

# PROPERTY MANAGEMENT CONTINUED.

## PROPERTY MANAGEMENT SNAPSHOTS

### COMPLETING THE PO FORM 6 FOR RESIDENTIAL PM AND GENERAL TENANCY AGREEMENT

This workshop is designed to give participants a solid understanding of the how to complete the key documentation that forms part of their role, which protects the agency's commission and asset. This session focuses on the Property Occupations Form 6 with Residential Property Management Schedule and the General Tenancy Agreement, and will also cover the key legislative provisions impacting on these documents.

Brisbane, 25 July | 9am - 11am  
Gold Coast, 11 August | 9am - 11am

\$99 members | \$110 non-members

### PROPERTY MANAGERS RESILIENCE AND COMMUNICATION ACCELERATOR

As a property manager you are faced daily with heavy stress loads managing the expectations and needs of owners and tenants. This half day course will equip you with ways of managing stress, give you an understanding of your basic drivers of communication and support you with ways of effectively dealing with potential conflict. Through the use of our unique frameworks we have supported hundreds of individuals in creating a more effective way of communicating and dealing with relationships within the business context.

Brisbane, 12 September | 9am - 11am  
\$99 members | \$110 non-members

### A-Z OF PM MAINTENANCE

This course takes attendees through the key property maintenance issues they will be facing during the year. Incorporating sessions on how to get an owner to commit to maintenance, educating your tenants on maintenance, troubleshooting, routine inspections; preventative maintenance systems and natural disaster management, this session is a must for all hands on property managers and rent roll owners this year.

Brisbane, 14 November | 9am - 11am  
Gold Coast, 20 October | 9am - 11am  
Sunshine Coast, 24 October | 9am - 11am  
Rockhampton, 8 September | 2.30pm - 4.30pm  
Mackay, 30 October | 2.30pm - 4.30pm  
Cairns, 22 September | 2.30pm - 4.30pm  
Townsville, 1 December | 2.30pm - 4.30pm  
Toowoomba, 10 November | 2.30pm - 4.30pm  
Hervey Bay, 18 September | 2.30pm - 4.30pm

\$99 members | \$110 non-members

### DIFFICULT DS

Sing along with us... "It's easy as ABC". But once you get to D, things get a little more complex. We'll take you through dealing with all the difficult Ds in property management:

- Death or Divorce of a landlord – how to deal with your PO Form 6
- Death of a tenant (RTRA Act)
- Debt above the bond
- Database listings and complying with the new amendments
- Dogs (and other pets)
- Drains and gutters
- Domestic violence
- Disputes
- Damage versus fair wear and tear
- Door keys and security
- Drugs
- Declining a rental application
- Difficult clients and customers
- Dangerous situations – how to remove yourself

Brisbane, 10 October | 9am - 11am  
Gold Coast, 4 September | 9am - 11am  
Sunshine Coast, 23 August | 9am - 11am  
Rockhampton, 8 September | 12pm - 2pm  
Mackay, 30 October | 12pm - 2pm  
Cairns, 22 September | 12pm - 2pm  
Townsville, 1 December | 12pm - 2pm  
Toowoomba, 10 November | 12pm - 2pm  
Hervey Bay, 18 September | 12pm - 2pm

\$99 members | \$110 non-members

### BODY CORPORATE ISSUES IN PROPERTY MANAGEMENT

In response to demand, this course has been developed to assist property managers navigate their way through the sometimes complex world of managing strata titled properties. This session will cover common questions about who is responsible for maintenance and repairs, what constitutes common property, insurances and communication with the body corporate.

Brisbane, 5 December | 9am - 11am  
Gold Coast, 24 November | 9am - 11am

\$99 members | \$110 non-members



## PROPERTY MANAGEMENT ONLINE LIBRARY

Topics include:

- Top tips for completing the POA Form 6 Appointment of Agent with the Residential Property Management Schedule
- Managing community titled properties
- Minimising disputes at the end of a tenancy
- Managing breaches
- Changeover of managing agent
- Compliance matters in 2017 (Smoke alarm legislation, pool safety and other emerging issues)

Full Library: \$330 members | \$440 non-members

## CONSULTING

### CONSULTING SERVICES AND IN HOUSE TRAINING

Whatever stage of business you're at, REIQ's team of experienced real estate consultants can help you achieve your goals. Including:

- Establishing and Building Your New Business Consultancy
- Agency Compliance Assessment (Sales and Property Management)
- Property Management Business Analytics Consultancy
- Rent Roll Growth Consultancy
- Secret Shopper Service
- Mentoring for Sales and Property Management
- In house Training Sessions

Contact [courses@reiq.com.au](mailto:courses@reiq.com.au) or phone 3249 7347 to discuss your agency's needs.

## SAFETY

### PERSONAL SAFETY IN REAL ESTATE

This session has been designed for real estate staff on the road, working solo or working in the office on their own. In real estate, sometimes you don't quite know the environments and situations you may be walking into with relative strangers. This new course has been developed as a result of demand from REIQ members, and gives participants the skills to identify situations that pose a risk to personal safety, and to know with confidence how to deal with these risks. With special guests: self-defence trainer and mental health specialist.

Brisbane, 20 October | 9am - 12.30pm  
Gold Coast, 25 October | 9am - 12.30pm

\$150 members | \$200 non-members

### WHS IN REAL ESTATE

Understand your obligations under the Work Health and Safety Act and Codes of Practice, identify office hazards and risks out of the office (working from home and vehicular safety issues) and learn about strata title bodies corporate under WH&S. A critical area of risk management for every agency.

Brisbane, 21 November | 9am - 12.30pm  
\$150 members | \$200 non-members

## REALWORKS

### REALWORKS INDUCTION FOR SALES

Brisbane, 24 August | 1pm - 3pm  
21 September | 1pm - 3pm  
26 October | 1pm - 3pm  
23 November | 1pm - 3pm

Free for REIQ members | \$55 non-members

### REALWORKS INDUCTION FOR PROPERTY MANAGEMENT

Brisbane, 24 August | 3pm - 5pm  
21 September | 3pm - 5pm  
26 October | 3pm - 5pm  
23 November | 3pm - 5pm

FREE for REIQ members | \$55 non-members

# SALES AND AUCTION

## SALES SUCCESS EVENINGS

A series of evening events for real estate sales professionals, these events focus on the driving force behind the top sales agents, resilience, motivation and marketing strategies. Each evening includes networking drinks, canapes and guest speakers who are leaders in their field. Hosted by Peter Brewer.

22 August, 11 October, 6 December  
\$45 members | \$55 non-members

## AUCTION MASTERCLASS

During the masterclass, our team of leading auctioneers will take you through the key elements of a successful auction:

- The Pre-Auction Meeting
- Bidding Terms and Contract
- The Property Description
- Commencing Bidding
- Bidding Sequence/Pause – Negotiation/ Resuming Auction
- Passing in or Sale
- Getting Auction Comp-Ready

Brisbane, 10 July | 12.30pm - 5pm  
\$99 members | \$110 non-members  
Free for Auction competition entrants

## TOP HABITS OF SUCCESSFUL SALESPeOPLE

Success leaves clues. Why is it that two agents in the same office, who have been in the industry for the same amount of time, achieve such different results?

A successful salesperson himself, Kevin Turner has been interviewing Australasia's top agents and business owners for over a decade and has noticed some common traits. Learn what these agents do so differently to achieve success.

Brisbane, 10 August | 9am - 12.30pm  
\$150 members | \$200 non-members

## FROM SIGNING TO SALE - THE COMPLETE AUCTION COURSE FOR SALESPeOPLE

Designed for salespeople and presented by leading auctioneer Phil Parker, this one day session highlights the benefits of auction for the seller and the agency, designing a successful auction marketing campaign through to the sale on auction day. A must attend for all those interested in boosting their auction sales.

Brisbane, 18 October | 9am - 4pm  
\$200 members | \$250 non-members

## 4 STEPS TO SUCCESSFUL SALES – THE PSYCHOLOGY OF THE SALES PROCESS

Why is it that most homebuyers, when asked 12 months after their purchase, cannot name the agent from whom they purchased? Understanding the psychology behind your clients' and customers' needs translates to a deeper relationship and more business for real estate salespeople. Enhance your potential for repeat and referral business by attending this in depth look into the psychology behind the sales process.

Brisbane, 20 September | 9am - 12.30pm  
\$150 members | \$200 non-members

## BUILDING BETTER RELATIONSHIPS THROUGH CLIENT COMMUNICATION AND AUTHENTICITY

What is Authenticity and how does it work in a sales process? By understanding how your clients and customers are thinking and feeling, their energy and your own fears, empowers you to enter a deeper relationship with them and reap the rewards. How do you communicate and build authentic relationships to grow your real estate business today?

Brisbane, 22 November | 9am - 12.30pm  
\$150 members | \$200 non-members

## HOW TO WRITE ATTENTION GRABBING, HIGHLY EFFECTIVE AD COPY THAT SELLS

In this session we'll cover the following:

- Discover what is now the single biggest asset in your online advertising arsenal
- The key components you need to consider when writing a compelling advertisement
- Appealing to the purchasers' hierarchy of needs
- Optimal key words and phrases that sell
- Learn how to write action generating copy in a fraction of the time it now takes you

This session includes an advertising workshop and a whole lot more, including a blueprint / cheat sheet for future success.

Brisbane, 27 November | 9am - 12.30pm  
Gold Coast, 18 October | 9am - 12.30pm  
\$150 members | \$200 non-members

## JOB READY SALES

A highly practical course focussing on operational requirements of a salesperson's role, with specific focus on listings, the sales process and securing successful sales. Designed for newcomers to the profession after completion of the Registration course and those that need a kick start in sales, this course will ensure attendees are genuinely 'job ready' for their role.

Brisbane, 25 & 26 September  
Gold Coast, 10 & 11 October

9am - 4pm daily  
\$330 members | \$440 non-members

## SALES SNAPSHOTS

### COMPLETING THE CONTRACT FOR HOUSES AND RESIDENTIAL LAND

Perhaps the most important document to a residential real estate agent! Make sure you're completing the contract so that it is valid and enforceable.

Brisbane, 27 July | 9am - 11am  
Gold Coast, 7 September | 9am - 11am

\$99 members | \$110 non-members

### COMPLETING THE PO FORM 6 WITH RESIDENTIAL SALES SCHEDULE

Protect your commission and ensure your clients' instructions are legally recorded with this detailed session.

Brisbane, 31 August | 9am - 11am  
Gold Coast, 11 August | 12pm - 2pm

\$99 members | \$110 non-members

### SELLING UNITS AND COMPLETING THE CONTRACT FOR RESIDENTIAL LOTS IN A COMMUNITY TITLE SCHEME

Do you sell units or townhouses? Learn about the crucial disclosure documentation when selling strata titled properties, information about bodies corporate, preparing community title contracts and all important information to collect when marketing the property.

Brisbane, 19 October | 9am - 11am  
Gold Coast, 26 October | 9am - 11am

\$99 members | \$110 non-members

### SELLING INVESTMENT PROPERTY

Would you like to maximise your ability to sell properties to investors? This course will show you the ways to best promote properties with investment potential including understanding rental returns, features of properties which attract tenants, depreciation and over-capitalisation. We'll also address the restrictions on providing financial advice and how to source leads from property management departments or other agencies.

Brisbane, 23 November | 9am - 11am  
Gold Coast, 9 November | 9am - 11am

\$99 members | \$110 non-members

### SALES AND AUCTION DOCUMENTATION AND LEGISLATION REFRESHER

Ensure you are completing the Property Occupations Form 6 with Residential Sales Schedule correctly, update your knowledge of the Contract for Houses and Residential Land, and check your understanding of auction procedures and the sales process. This course is a perfect refresher for experienced salespeople and sales administrators.

Brisbane, 7 December | 9am - 11am  
Gold Coast, 21 November | 9am - 11am,  
Sunshine Coast, 20 September | 9.30am - 11.30am  
Rockhampton, 8 September | 9am - 11am  
Mackay, 30 October | 9am - 11am  
Cairns, 22 September | 9am - 11am  
Townsville, 1 December | 9am - 11am  
Toowoomba, 10 November | 9am - 11am  
Hervey Bay, 18 September | 9am - 11am

\$99 members | \$110 non-members

### DEFENDING YOUR FEE AND EFFECTIVELY COMPETING WITH DISCOUNT COMMISSION AGENTS

Real estate professionals need more than ever to understand what sets them apart from others in their marketplace.

- What makes you different?
- What makes your office different?
- Become the area expert and knowledge source in your local area
- Learn why you don't want to compete with discount commission agents
- Earn the right to ask for what you're worth

Brisbane, 5 September | 9am - 12.30pm  
Gold Coast, 9 August | 9am - 12.30pm

\$150 members | \$200 non-members



### SALES ONLINE LIBRARY

#### Topics include:

- Top Tips for Completing the Contract for Residential House and Land
- Top Tips for Completing the PO Form 6 with Residential Sales Schedule
- Selling Units and Completing the Contract for Residential Lots in a Community Title Scheme

\$200 members | \$250 non-members

## COMMERCIAL & BUSINESS BROKING

### THE ART OF LISTING AND SELLING BUSINESSES

Guidelines on gaining a good listing and ensuring that the Appointment of agent is properly completed

- How to interview and deal with the seller on the phone and in person
- How to complete an on-site or on the phone 'Quick Profit' Assessment
- How to complete an on-site or on the phone 'Quick Price' Assessment - special guidelines supplied to make the pricing a bit easier and more accurate.
- Guideline to understanding the financial statements supplied by a seller

In-depth training as to the legal details you need to know and how to properly complete the Property Occupations Form 6 and REIQ Schedule and Essential Terms and Conditions

Brisbane, 29 November | 9am - 4pm  
\$150 members | \$200 non members

### COMMERCIAL SALES AND LEASING SERIES

Commencing with the foundations of commercial sales and leasing, this series encompasses prospecting and networking, inspection skills, creating proposals and submissions, pricing, marketing, negotiation of lease documentation, contracts and client communication. Delivered in a total of four days in two parts (Part 1 and Part 2 are two days duration each).

Brisbane  
Part 1: 27 - 28 July | 9am - 4pm  
Part 2: 22 - 23 August | 9am - 4pm

\$850 members | \$990 non-members

### COMMERCIAL PROPERTY MANAGEMENT SERIES

Commencing with the foundation course 'Introduction to commercial property management', this series encompasses acquiring and commencing a new management, retail leasing, lease and retail management, preparing financial and management reports and operations management. Delivered in a total of four days over two parts (Part 1 and Part 2 are two days duration each).

Brisbane  
Part 1: 12 - 13 October | 9am - 4pm  
Part 2: 15 - 16 November | 9am - 4pm

\$850 members | \$990 non-members

### AN INTRODUCTION TO COMMERCIAL TRANSACTIONS FOR RESIDENTIAL AGENTS

Designed for residential agents who need a basic understanding of the key aspects of commercial transactions, this session provides information on the commercial market, investors, understanding leases, commercial financing and common terminology.

Brisbane, 26 October | 9am - 12.30pm  
\$150 members | \$200 non-members

### COMMERCIAL ONLINE LIBRARY

- Introduction to Commercial Property Management
- Introduction to Commercial Sales and Leasing
- Pricing the Property and the Completing the PO Form 6 for Commercial Sales and Leasing
- Acquiring and commencing a new commercial management and Completing the PO Form 6 for Commercial Property Management

Full Library: \$330 members | \$440 non-members

## JOB SEEKERS

### CAREER PLANNING AND JOB SEEKING SKILLS FOR ROOKIES

Designed for REIQ students who have just completed their Registration course, this session will examine the best methods of job seeking, interviewing skills and how to select the employer and agency that best fits your career goals.

Brisbane, 2 August & 20 September & 1 November  
Gold Coast, 6 September & 23 November

All sessions will run from 9am - 11am

Free for REIQ Registration and Licensing students

## BUYERS AGENTS

### INTRODUCTION TO BUYERS AGENCY FOR REAL ESTATE AGENTS

This session provides an introduction to the role of a buyers agent in real estate transactions, including the range of services offered by buyers agents, the types of fees charged, and ways to maximise the benefits to both sellers and buyers through a positive relationship between real estate agents and buyers agents.

Brisbane, 4 December | 1pm - 4.30pm  
\$150 members | \$200 non-members



## AGENCY OWNERSHIP & ADMINISTRATION

### TRUST ACCOUNTING FOR AGENCY PRINCIPALS AND OFFICE MANAGERS

Use basic accounting skills coupled with knowledge of your real estate business to accurately manage the trust account records and eliminate the risk of trust account misappropriation and errors.

Brisbane, 20 July | 9am - 12.30pm  
\$150 members | \$200 non-members

### EFFECTIVE CORPORATE SUPPORT AND AGENCY ADMINISTRATION

This session focuses on documentation, legislation and practical guidance for administrators. Efficient and well trained administrators are the backbone of any successful agency. Keep up-to-date with best practice and compliance issues, and learn how to implement and improve office processes and procedures.

Brisbane, 18 September | 9am - 12.30pm  
\$150 members | \$200 non-members

### REAL ESTATE OFFICE FOR PROFIT

This session is focused on running an agency and making a profit, examining the structures in place and other structures available. Many principals want to grow their business but they can't until they have the right foundation. This session will deal with this and much more, including:

- How to increase income and decrease expenditure
- Attracting the right people, training them and retaining them
- Technology: what works and what doesn't

This is a hard hitting session by Malcom Riley who has helped agencies Australia-wide reach their business goals, and who ran his own real estate agency for 30 years. Ensure your business will be in business into the future. For principals, senior management and people looking to start an office.

Brisbane, 9 November | 10am - 3pm  
\$200 members | \$250 non-members

### STARTING AN AGENCY

This course will provide the foundations for a successful business. The session focuses on practical considerations of operating a new office including location, agency structure, roles and responsibilities, and corporate support. It also highlights legal considerations, operating a trust account, risk management strategies, practical processes (software, signage, website, communications and marketing) and business planning, market demographics and KPIs.

Brisbane, 30 October | 9am - 3pm  
\$200 members | \$250 non-members



### AGENCY OWNERSHIP AND ADMINISTRATION ONLINE LIBRARY

Recordings are available from these two events held in mid 2017:

- Professional Corporate Support Day
- Agency Growth and Profitability Day

Each recording: \$110 members | \$140 non-members

## AGENCY OWNERSHIP SNAPSHOTS

### TAKE YOUR BUSINESS CULTURE FROM GOOD TO GREAT

Your business culture is everything and determines the way your clients experience your services as well as the energy and clarity your employees bring to the business. The key factors affecting culture are the way people communicate and relate to each other. These are both things that we can always improve on. This workshop supports you in understanding your prime drivers in communication and how to bring more clarity and efficiency in the way you relate.

#### Session outcomes include:

- Develop effective communication and feedback skills
- Increase awareness in identifying and managing stress of self and others
- Improve skills to negotiate conflict and handle difficult conversations
- Increased resilience and capacity to cope calmly with ambiguity and upheaval

Brisbane, 7 September | 9am - 11am  
\$99 members | \$110 non-members

### ONLINE FRAUD PREVENTION IN REAL ESTATE AGENCIES

This critical session will examine ways to prevent online fraud and other cyber crimes, encompassing the importance of understanding your financials, procedures and management strategies to put in place to prevent fraud, and some recent case studies of agencies who have learned the hard way.

Brisbane, 14 September | 9am - 11am  
\$99 members | \$110 non-members

### RECRUITMENT AND RETENTION IN REAL ESTATE

Learn about how to recruit your next team member, writing compelling job advertising copy, hiring questions, effective inductions, why good people leave, and how to keep them.

Brisbane, 17 October | 9am - 11am  
\$99 members | \$110 non-members

# Specialised course registration form



Attendees to fill out the following:

Course you wish to attend:  Location: i.e. Brisbane

Session date you will be attending:  Session time:  Session cost:

Do you have any special dietary needs  Applies to full day sessions, Breakfast and evening networking events

F. (07) 3891 5359 | P. REIQ PO Box 3447 TINGALPA DC QLD 4173 | E. [jmcguire@reiq.com.au](mailto:jmcguire@reiq.com.au)

First Name	Last Name	Email address	Membership number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

OFFICE NAME  Please ensure you complete this field if applicable

Business / home address (please stipulate if you are supplying the business or home address)  
 P/C:

Phone (work)  Mobile

Email

How did you find out about this REIQ specialised course?

**PAYMENT METHODS** (Please tick appropriate box) Please note: Your session will only be confirmed once payment has been received by the REIQ. GST is included in all prices.

**Pay by the month** (\*only available for, PM Platinum 4 day Series, Commercial Series, PM Elite Entrant Program, PM Essentials and Sales and Auction Mentoring). Contact the REIQ for full Terms and Conditions of Pay by the Month

**REIQ Account**  Membership no.  Authorised REIQ account signatory name (please print)  Signature of authorised person

**Direct deposit** (Use your FULL NAME as your reference)  Bank: Westpac Banking Corporation  Account name: The Real Estate Institute of Queensland Ltd  
 BSB: 034 037  Account number: 902 185

MasterCard  Visa  Amount \$

Card no  CCV\*  Expiry ,

\*The CCV for MasterCard and Visa is the last three digits of the number found on the card's signature block.

Name of cardholder  Signature of cardholder

REIQ will issue a tax invoice for the above amount in the name of the student, or if an agency is paying, in the name of the agency. No invoices will be issued to any other parties.

**Cancellation/Refund policy:** Cancellations for this session must be made in writing (letter/fax or email) at least 3 days prior to commencement of the scheduled session in which case REIQ will refund the enrolment fee, however you have the option of transferring to the next available session of equal value or transferring your enrolment to another person. Please note that should a person who has transferred under these conditions subsequently cancel their course, no refund will be made. **Failure to give the required 3 days notice will result in the full enrolment fee being charged.** REIQ may cancel or reschedule sessions depending on course attendance numbers. Course attendees are solely responsible for any travel and accommodation costs. Attendees are advised to contact REIQ if they have any concerns or questions regarding travel bookings.

I have read and understand the REIQ Cancellation/Refund policy above

SIGNATURE

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