



HACM University Hi Team!

June & July have been busy months for training. Below are some highlights:

New Hire Orientations:

- We onboarded and conducted orientations for **18 new team members!**

Housing Department –Yardi® Aspire Learning Plans

- The housing department worked collaboratively with HR to select coursework in our Yardi® Aspire platform for their team members. We will start using these plans for new employees in August.

July 29th - In-Person Training Verbal De-Escalation Training

- 80+ employees in the Housing and Public Safety Departments attended Verbal De-escalation training through a collaboration with our partners at Community Advocates. Trainer Rita Liesiefsky covered the basic principles of how situations become escalated and the 10 Tips of De-Escalation. The session included discussion, role play and the opportunity to share ideas on communication strategies that help create a peaceful outcome. Many thanks to all who participated.

Upcoming August 6-7th – In person NSPIRE Standards Training

- HR, Public Housing and Maintenance collaborated to plan an upcoming two-day training to cover [NSPIRE standards](#). 80+ team members from the Public Housing and Maintenance departments and will learn and review common deficiencies, how to use NSPIRE standards to elevate the quality of repairs and what to expect during an NSPIRE inspection. This training will be presented by our partners at U. S. Inspection Group and some of our very own managers.

