

# SPECIALISED COURSES

JANUARY - JUNE 2018



## LIVE STREAM ACCESS PACKAGE FOR AGENCIES:

\$550 MEMBERS

\$660 NON-MEMBERS

Access as many live streamed short courses and feature days online as you like for 6 full months from purchase date.

\*excludes Conferences, Mentoring, Commercial Series/Webinars, Consultancy/ In-house Services, PM Support Service. Streaming through Facebook Live in a closed group.

## TO ENROL

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# AGENCY MANAGEMENT AND ADMINISTRATION

## AGENCY GROWTH AND PROFITABILITY: BUSINESS OWNER FEATURE DAY

Designed for business owners and agency managers, the Agency Growth and Profitability day will feature sessions on:

- Business planning to maximise profitability
- Strategies to grow the business
- Measuring success through KPIs
- Recruitment and retention strategies
- Coaching for performance
- Leading for success
- Expanding your perspective – Harnessing the creative energy of your team
- Key legislative issues

**Brisbane, 15 June | 9am - 4pm**

\$200 members | \$250 non-members

## PROFESSIONAL CORPORATE SUPPORT: AGENCY ADMINISTRATOR FEATURE DAY

This feature day is designed for administration professionals, and focuses on:

- Being an integral part of a top performing agency team
- Documentation, legislation and practical guidance
- Time management
- Communication strategies and conflict prevention
- Practical strategies to offer the best support possible for your agency team
- Identifying opportunities for initiative

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 May | 9am - 4pm**

\$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 (or working from a home office), 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, 5 June | 9am - 4pm**

\$200 members | \$250 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 agency will be in business into the future. For principals, senior management and people looking to start an office.

**Brisbane, 14 March | 10am - 3pm**

\$200 members | \$250 non-members

## 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, 6 March | 9am - 12.30pm**

\$150 members | \$200 non-members

# TECHNOLOGY AND DIGITAL MEDIA

## 5 STEPS TO MASTERING ORGANIC SEO FOR YOUR REAL ESTATE WEBSITE IN 2018

As consumer behaviour continues to change, so do the secrets to getting found via Google. Embracing an entirely new Mobile search algorithm, a reported preference for sites with Artificial Intelligence/Bots, and an understanding of Google's new MicroMoments, SEO has never been more important. The game continues to change and so do the rules. Its time to un-learn the old rules!

**Brisbane, 15 February | 9am - 11am**  
**Gold Coast, 21 February | 9am - 11am**

\$99 members | \$110 non-members

## DIGITAL MEDIA MASTERCLASS: IMPLEMENTING A DIGITAL / SOCIAL MEDIA POLICY

Who controls the passwords to all your social channels? What is deemed as acceptable behaviour in social media channels by your staff? Have all staff signed off on your Digital/Social Media Policy? Do you even have a Digital/Social Media Policy?

Join us as we explore some good, bad and some downright ugly case studies of social media gone horrible wrong, and work with you to give you the tools to create a social/digital policy for your office.

**Brisbane, 27 March | 9am - 11am**  
**Gold Coast, 23 March | 9am - 11am**

\$99 members | \$110 non-members

## THE BOTS ARE COMING!.. CHAT BOTS, ARTIFICIAL INTELLIGENCE AND HOW IT CAN HELP YOUR BUSINESS

Rita works in one Brisbane real estate office. She's never had a second off in 6 months. She doesn't get paid a bonus. She doesn't go outside for a smoke. She's never asked for a pay increase. She's never said a bad word about the boss behind their back. She doesn't know what Mondayitis is. Rita has saved around \$40,000 in salaries, processed a million pieces of data and her clone, Nita may be starting work with your competitors next week. Like to know more about how Rita, Nita and a growing number of bots are taking the headaches away for many of your colleagues? See you in class. Book now!

**Brisbane, 23 May | 9am - 11am**  
**Gold Coast, 24 May | 9am - 11am**

\$99 members | \$110 non-members

## FACEBOOK AND INSTAGRAM MASTERCLASS: INCLUDING BONUS SESSION 'DEALING WITH NEGATIVE FACEBOOK AND GOOGLE REVIEWS' (2.5 HOURS)

Mastered Facebook and Instagram yet? Is your Facebook content getting an embarrassing number of likes, comments and shares? Do your Facebook ads drive amazing traffic and get great engagement? Do you know the difference between a 'Boost Post' and a Facebook ad?

Join Presenters Peter Brewer and Tara Christianson as they walk you through this tailor made Masterclass that examines case studies of super successful agents and agencies from across the globe.

\*Bonus session. How to deal with negative reviews on Facebook and Google.  
Step 1. Ignore them at your peril!

**Brisbane 20 June | 9am - 11.30am**  
**Gold Coast 22 June | 9am - 11.30am**

\$110 members | \$130 non-members

# PROPERTY MANAGEMENT

## IMPACT PROPERTY MANAGEMENT: PROPERTY MANAGEMENT FEATURE DAY

The IMPACT PROPERTY MANAGEMENT feature day celebrates positive property management strategies, giving you the tools to stand out in the market and make a genuine impact with your owners and tenants. A wealth of leading property managers will be offering practical sessions on:

- Is it Law, best practice, or somewhere in between? Learn how to navigate through everyday property management situations by knowing and understanding the legislation and sorting facts from fiction.
- The Residential Tenancies and Rooming Accommodation Act, recent hot topics and investigations
- QCAT update
- Top compliance issues for 2018 including the Form 6, transitioning owners to the smoke alarm requirements and meth labs
- Educating owners and tenants to avoid conflict. An easy step by step process of creating short videos that educate, influence and have great impact.
- Winning in property management - new business, management and system strategies to stand out and how to stay energised
- How to increase your style, impact and presence in the market

**Brisbane, 25 May | 9am - 4pm**

\$200 members | \$250 non-members

## QCAT KNOW HOW FOR RESIDENTIAL PROPERTY MANAGEMENT

This workshop will give participants a solid understanding of where QCAT sits in the legal system and understanding QCAT forms, published orders and precedents, how to prepare and present professionally for a hearing, and how agency documents impact on QCAT hearings. The session will include a case study review with hands on referencing to the RTRA Act and Regulations.

**Brisbane, 13 March | 9am - 12.30pm**

\$150 members | \$200 non members

## PROPERTY MANAGEMENT DOCUMENTATION AND LEGISLATION REFRESHER

This workshop is designed to give participants a solid understanding of the provisions of the Property Occupations Act and associated legislation impacting on everyday property management practices, completing the Form 6 and protecting the agency commission and asset, completing RTA forms and complying with notice periods, and how to research and understand relevant provisions of the RTRA Act and Regulations. The session will also focus on risk avoidance, including case study examples.

**Brisbane, 15 May | 9am - 11am**

**Gold Coast, 16 May | 9am - 11am**

\$99 members | \$110 non-members

## DEALING WITH BREACHES

Through the Property Management Support Service the REIQ has identified the most common issues and circumstances relating to tenancy breaches, by both the tenant and lessor. This session has been designed to identify how to handle these common topics and also to help the property management sector understand the Residential Tenancies & Rooming Accommodation Act and what allows both the lessor and tenant to issue breaches, resolve matters and approach tenancies disputes more proactively.

**Brisbane, 22 June | 12pm - 2pm**

**Gold Coast, 9 May | 12pm - 2pm**

**Sunshine Coast, 29 May | 12pm - 2pm**

**Toowoomba, 10 May | 12pm - 2pm**

**Hervey Bay, 28 May | 12pm - 2pm**

**Cairns, 2 May | 12pm - 2pm**

**Townsville, 16 May | 12pm - 2pm**

**Mackay, 7 March | 12pm - 2pm**

**Rockhampton, 20 February | 12pm - 2pm**

\$99 members | \$110 non-members

## TROUBLESOME TOP TEN IN PM

We'll take you through the top ten pain points for PMs and give you guidance on how to fix the problem.

- Water charging
- Early termination of a tenancy
- Smoke alarms
- Bond disputes
- When is a General Tenancy Agreement binding?
- Rent increases
- Periodic vs Fixed
- Routine inspections
- Leasing
- Pets

**Brisbane, 22 June | 2.30pm - 4.30pm**  
**Gold Coast, 9 May | 2.30pm - 4.30pm**  
**Sunshine Coast, 29 May | 2.30pm - 4.30pm**  
**Toowoomba, 10 May | 2.30pm - 4.30pm**  
**Hervey Bay, 28 May | 2.30pm - 4.30pm**  
**Cairns, 2 May | 2.30pm - 4.30pm**  
**Townsville, 16 May | 2.30pm - 4.30pm**  
**Mackay, 7 March | 2.30pm - 4.30pm**  
**Rockhampton, 20 February | 2.30pm - 4.30pm**  
\$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, 11 May | 9am - 11am**  
\$99 members | \$110 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, 28 May | 9am - 4pm**  
**Gold Coast, 8 May | 9am - 4pm**  
\$220 members | \$330 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: 6 March and 19 June**  
**Gold Coast: 14 March and 27 June**  
**Sunshine Coast: 28 March and 21 June**  
**Breakfasts run from 7.15am - 8.45am**  
\$30 members | \$40 non-members

# COMMERCIAL

## COMMERCIAL SALES SERIES

Commencing with the foundations of commercial and industrial 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: 8 and 9 March | 9am - 4pm**

**Part 2: 19 and 20 April | 9am - 4pm**

\$850 members | \$990 non-members

## COMMERCIAL PROPERTY MANAGEMENT SERIES

Commencing with the foundation course 'Introduction to commercial and industrial 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: 16 and 17 May | 9am - 4pm**

**Part 2: 13 and 14 June | 9am - 4pm**

\$850 members | \$990 non-members

# REALWORKS

## REALWORKS INDUCTION FOR SALES

**Brisbane: 15 February, 15 March, 10 May & 7 June**

**All sessions 1pm - 3pm**

FREE for REIQ Members | \$99 non-members

## REALWORKS INDUCTION FOR PROPERTY MANAGEMENT

**Brisbane: 15 February, 15 March, 10 May & 7 June**

**All sessions 3pm - 5pm**

FREE for REIQ Members | \$99 non-members



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# SALES AND AUCTION

## CONTRACTS, COMMISSION AND COMPLIANCE

A salesperson's 'go to' guide to the critical aspects of their role in 2018. This session will provide a contract completion update, information on safeguarding your commission and information on key compliance in the sales process.

**Brisbane, 22 June | 9am - 11.00am**  
**Gold Coast, 9 May | 9am - 11.00am**  
**Sunshine Coast, 29 May | 9am - 11.00am**  
**Toowoomba, 10 May | 9am - 11.00am**  
**Hervey Bay, 28 May | 9am - 11.00am**  
**Cairns, 2 May | 9am - 11.00am**  
**Townsville, 16 May | 9am - 11.00am**  
**Mackay, 7 March | 9am - 11.00am**  
**Rockhampton, 20 February | 9am - 11.00am**

\$99 members | \$110 non-members

## START WINNING THE PROSPECTING AND APPRAISALS WAR!

This half day session on prospecting and winning appraisals is for sales agents who have just entered sales or have been working for 12 months in the profession and want to take it to the next level.

**Brisbane, 21 February | 9am - 12.30pm**

\$150 members | \$200 non-members

## 9 POINT LISTING PRESENTATION – WHO LISTS WINS!

You spend so much of your work life focussing on getting the opportunity to sit down in front of a potential seller to show them why you are the best fit – yet so little time is spent perfecting your listing presentation! Walk away with a tailor made listing presentation designed to ensure your potential sellers are ready to sign on the dotted line before you leave their home.

**Brisbane, 9 March | 9am - 12.30pm**  
**Gold Coast, 16 March | 9am - 12.30pm**

## MARKETING: IF YOU PAY – YOU WILL PAY!

This is not a seminar on newspaper advertising... We'll teach you how to build your profile and efficiency through effective property marketing in a growing or declining market. You should NEVER put your hand in your pocket for any advertising/marketing, you don't have to. Learn how to show the seller the value of investing in their own marketing.

**Brisbane, 9 May | 9am - 12.30pm**  
**Gold Coast, 18 May | 9am - 12.30pm**

## AUCTION AGENTS HAVE BETTER HOLIDAYS – LEARN THE MOST EFFECTIVE WAY TO SELL

It is no secret – the top sellers in every market place in every state of Australia are Auction agents. Why?

The answer is simple. Not easy... but simple. Learn how to double your listings and double your income with process, procedure and an effective selling technique.

**Brisbane, 8 June | 9am - 12.30pm**  
**Gold Coast, 14 June | 9am - 12.30pm**

## 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 June | 9am - 4pm**

\$330 members | \$440 non-members

**Gold Coast, 19 May (Saturday course) | 9am - 4pm**

\$220 members | \$330 non-members

