



## **CARNIVAL: GET YOUR GAME ON!**

### **SUITE LIVING CONFERENCE SESSIONS / MARCH 8, 2022**

**VICTORIA INN & CONVENTION CENTRE**

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#### **LEADING YOUR TEAM**

JANE HELBRECHT, ACUITY HR SOLUTIONS

Participants will learn the fundamentals of leading a team so that their team meets expectations and has fun while they do it. We'll share the key fundamentals around building engagement, setting expectations, recognition and playing to strengths.

#### **CUSTOMER SERVICE / DEALING WITH DIFFICULT TENANTS**

CHRISTINA REDMOND, CW STEVENSON

Wherever there are people, there will always be conflict. Is there a correct way to handle conflict when you can't reason with an unreasonable person? Learn techniques to diffuse and better manage a difficult situation with some coping and negotiations strategies.

#### **HUMAN RIGHTS AND HOUSING PROVIDERS**

KAREN SHARMA, MANITOBA HUMAN RIGHTS COMMISSION

#### **TRADES 101**

Learn the fundamentals and impress your trades with your new-found knowledge. Topics include electrical, mechanical and plumbing, presented by Power Tec, Legacy Mechanical Services and Cleanline.

#### **RTB ROUNDTABLE**

MODERATOR, TBD

Join other property management professionals as they discuss questions around the Residential Tenancies Act, as well as interacting with the Residential Tenancies Branch.

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## **REGISTRATION OPENS ONLINE JANUARY 4, 2022**

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Conference, Trade Show & Luncheon: \$85 + gst

Trade Show & Luncheon: \$45 + gst