HAI Group®

HAI GROUP
ONLINE TRAINING CATALOG

2021

Your Learning Advantage

Dear Housing Community,

If there's anything 2020 has taught us, it's that our industry is constantly evolving. Today, housing professionals are expected to be proficient in a number of areas and be able to develop new skills while juggling existing priorities.

Online training offers a convenient way to keep pace.

Within these pages you'll find a list of courses and certifications that have been carefully curated to address the needs of the modern housing professional. We hope you enjoy browsing our catalog as you plan your year.

QUICK TIP: If you're looking to save money, consider an HAI Group Online Training subscription. As a subscriber, you'll join more than 2,000 housing organizations that enjoy unlimited educational content at exceptional savings.

Happy learning!

Kristina Gumbulevich,

Director, Learning Solutions
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kgumbulevich@housingcenter.com

SAVING WITH ONLINE LEARNING

Organizations that use online training can save on professional development and travel costs, plus the potential cost that comes with having improperly trained staff.

We offer affordable pricing tailored to the size of your organization.

See how you can save.

Bulk Purchase Courses and Certifications

Save with bulk purchase discounts:

10-19 courses	=	**10% off**
20-49 courses	=	**15% off**
50-99 courses	=	**20% off**
100+ courses	=	**25% off**

SET UP A BULK PURCHASE!

THE DO'S AND DON'TS OF ONLINE TRAINING

DO

Identify your organization's goals and how employee training can support them

Establish training goals and encourage employees to do the same

Maintain an "implementation mindset," whereby you apply what you learned to your daily work

Choose the courses and certifications that will help you improve outcomes at your organization, mitigate loss, or both

Encourage employees to share what they learned with others in the organization

DON'T

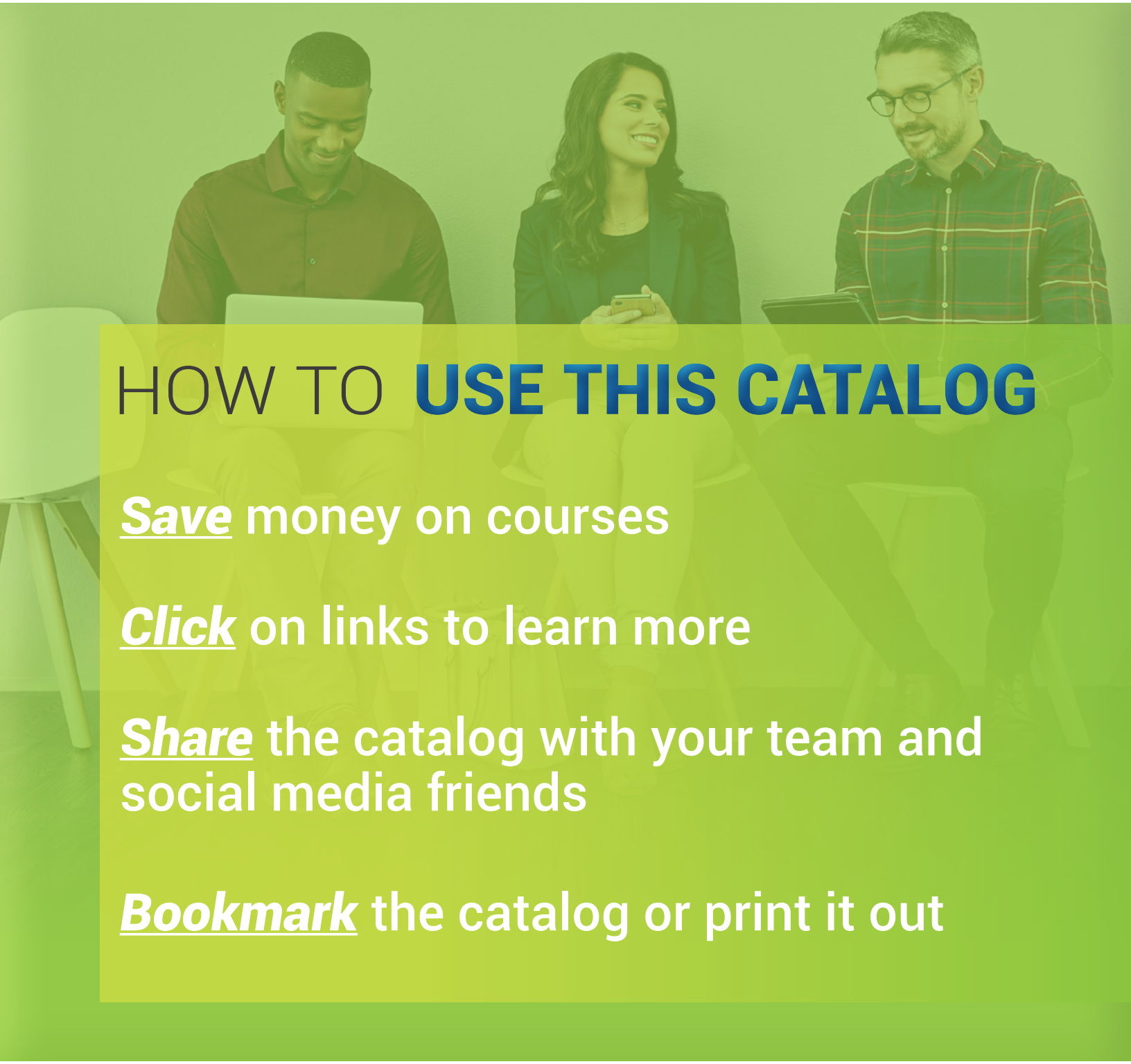
Measure training time. Instead, measure learning outcomes

Focus solely on great ideas, but also on great implementation

Focus on the trainer and what they did or didn't do, but what the training will allow you to do

Shy away from lengthy courses… online learning allows you to set your own pace

Forget to update your resume and LinkedIn profile with your new skills



HOW TO **USE THIS CATALOG**

Save money on courses

Click on links to learn more

Share the catalog with your team and social media friends

Bookmark the catalog or print it out

Visit us online at **housingcenter.com/onlinetraining**

CERTIFICATIONS

Demonstrate your expertise by earning industry-recognized certifications.

Course trailer available. Click to view.

Nan McKay – Fair Housing and Reasonable Accommodation	(15 hours)
Nan McKay – Fundamentals of LIHTC Management	(35 hours)
Nan McKay – Housing Choice Voucher Specialist	(48 hours)
Nan McKay – Housing Quality Standards	(24 hours)
Nan McKay – Multifamily Housing Specialist	(35 hours)
Nan McKay – Public Housing Management	(32 hours)
Nan McKay – RAD Project-Based Voucher Specialist	(35 hours)
Nan McKay – Rent Calculation for Public Housing and Housing Choice Voucher (PHM, HCV, and combo available)	(21-23 hours)

**All pricing and content are subject to change.*

DEVELOPEMENT AND FINANCE

Build the skills you need to reach your strategic goals.

CHAM – Nuts and Bolts of Asset Management	(11 hours)
Creating Sustainable Communities	(14 minutes)
Deductible Funding	(1 hour)
ED101 – Economic Development Finance	(20 hours and 30 minutes)
Is MTW Right for Your Agency?	(12 minutes)
Novogradac LIHTC 101 – Tax Credit Basics	(1 hour and 30 minutes)
RAD Overview	(10 minutes)
The MTW Guide	(2 hours)

CUSTOMER SERVICE >>

CUSTOMER SERVICE

The latest thinking in customer service strategy.

Customer Service Basics	(2 hours)
Dispute Resolution	(20 minutes)
Responding to Resident Complaints	(1 hour and 30 minutes)
Solving Difficult Resident Situations	(14 minutes)
We're All In This Together - Resident Orientation	(12 minutes)

COMPLIANCE

Adhere to regulations to help you maintain a healthy, fair, and orderly work environment.

Admissions and Occupancy - Section 504 and Fair Housing Compliance	(2 hours)
Americans with Disabilities Act	(1 hour and 20 minutes)
Effective Interviewing for Program Integrity	(14 hours and 30 minutes)
Evictions of Public Housing Residents	(1 hour)
Grievance Hearings and Residents Rights	(1 hour and 20 minutes)
Housing Authority Defense Attorneys (HADA) Seminar	(2 hours and 30 minutes ea.)
How to Do Routine Inspections	(5 minutes)
How to Prepare for REAC Inspections	(1 hour)
How to Promote Self-Sufficiency with Section 3	(1 hour and 30 minutes)
How to Report and Investigate Incidents	(5 minutes)
New Employee Orientation for Public Housing and Housing Choice Voucher	(2 hours and 30 minutes)
Preserving Electronic Evidence	(20 minutes)
Proper Record Retention and Public Records	(20 minutes)
Working in Partnership with Your Attorney	(16 minutes)

MANAGEMENT AND LEADERSHIP >>

MANAGEMENT AND LEADERSHIP

Maintain a safe environment with training meant to help you manage risk, tackle repairs, and reduce unnecessary expenditures.

Advocacy 101 - Adding Your Voice to the Conversation	(2 hours)
Building Community Partnerships	(30 minutes)
New Commissioner Orientation	(30 minutes)
Performance Evaluations	(24 minutes)
Procurement for Managers	(1 hour and 30 minutes)
Resident Advisory Board Best Practices	(1 hour and 30 minutes)
Resident Advisory Boards 101	(10 minutes)
Successful Board Meetings	(1 hour)
Succession Planning	(7 minutes)
Transitioning to a Management Position	(25 minutes)

RISK MANAGEMENT >>

The right training matters.

We know training!

HAI Group® ONLINE TRAINING

GET STARTED!

Check out our free content by creating an account. It's easy! Just visit us at **HTVN.ORG**.

ALL NEW WEB SERIES

Join our Housing Development Webinar Series lead by experienced practitioners

Stream season 1!

COMING SOON

CHAM Asset Management Certification

FSS Certification

Working with Contractors

USE DISCOUNT CODE "2021TRAINING"

at checkout for **20%** off your next purchase

LET US KNOW WHAT YOU WANT TO SEE IN OUR CATALOG!

Click here to let us know about the challenges you're facing today.

RISK MANAGEMENT

Mitigate risk with loss prevention strategies designed to keep your staff and residents safe.

Active Shooter	(36 minutes)
Auto Safety - Safe Driving is No Accident	(1 hour and 15 minutes)
Back Injury & Lifting	(18 minutes)
Crime Prevention in Housing	(10 minutes)
Cyber Risk	(1 hour)
Eye & Face Protection	(12 minutes)
Fire Extinguisher Safety	(14 minutes)
Fire Safety Webinar - Seeing Through the Smoke	(25 minutes)
Forklift Safety	(17 minutes)
Heat Illness Prevention	(10 minutes)
Hoarding and Smoking Risks	(1 hour and 20 minutes)
How to Prevent Fraud	(2 hours)
How To Prevent Housing Scams	(4 minutes)
Kitchen Fire Safety	(5 minutes)
Ladder Safety	(21 minutes)
Lead Safety and Public Housing	(1 hour)

RISK MANAGEMENT (CONT) >>

RISK MANAGEMENT (CONT.)

Mitigate risk with loss prevention strategies designed to keep your staff and residents safe.

Lead Safety and Public Housing (CT Version)	(1 hour and 30 minutes)
Managing the Exposures Posed by Volunteers	(10 minutes)
OSHA and Workplace Safety - Exit Routes, Fire Safety, and Emergency Planning	(4 hours and 30 minutes)
OSHA and Workplace Safety - Introduction and Hazard Communications	(3 hours)
OSHA and Workplace Safety - Tool and Electrical Safety	(4 hours and 30 minutes)
OSHA and Workplace Safety - Walking, Working Surfaces, and Personal Protective Equipment	(4 hours and 30 minutes)
Preventing Cooking Fires	(1 hour)
Preventing Ice Risks	(1 hour)
Resident Unit Safety - Train the Trainer	(3 hours)
Risk Management Fundamentals	(2 hours)
Slips Trips and Falls Prevention	(5 minutes)
The Risks of Radon Exposure	(2 hours)
Water Damage Prevention	(28 minutes)
Winter Safety Driving	(15 minutes)

MAINTENANCE

Maintain a safe environment with training meant to help you manage risk, tackle repairs, and reduce unnecessary expenditures.

Asbestos Awareness	(20 minutes)
Bed Bug Awareness	(40 minutes)
Chemical Storage	(30 minutes)
Commercial Mower Safety	(23 minutes)
Electrical Safety	(24 minutes)
Healthy Homes in Housing	(30 minutes)
HVAC Maintenance Basics	(30 minutes)
Lockout/Tagout - Energy Release	(13 minutes)
Maintenance Risk Management	(30 minutes)
Playground Maintenance Inspection and Supervision	(36 minutes)
Winter Safety Snow Removal	(5 minutes)
Winter Weather Advisory - Preparing Your Agency	(35 minutes)
Winter Weather Hazards Webinar	(45 minutes)

HUMAN RESOURCES >>

HUMAN RESOURCES

Learn important HR practices and law to help ensure that your organization operates fairly and justly.

Dealing with Difficult Coworkers and Employees	(10 minutes)
Discrimination: Avoiding Discriminatory Practices	(29 minutes)
Diversity Awareness - Staff to Staff	(23 minutes)
Equal Employment Opportunity	(1 hour)
Family Medical Leave Act (FMLA)	(14 minutes)
General Ethics in the Workplace	(20 minutes)
Human Resources Risk Management	(30 minutes)
Legal and Effective Employment Practices	(1 hour)
Responding to Employee Complaints	(1 hour and 30 minutes)
Sexual Harassment – Education and Prevention	(2 hours)
Workplace Bullying	(2 hours)

PERSONAL DEVELOPMENT

Perform at an even higher level in your day to day job.

An Effective Leader's Guide to Time Management	(30 minutes)
Housing Education Series	(55 minutes)
Managing Difficult Behaviors	(18 minutes)
Microsoft Excel 2016 & 2019	(Times Vary)
Microsoft Word 2016 & 2019	(Times Vary)
Personal Management	(7 minutes)
Principles of Accounting	(20 minutes)
Process Improvement	(30 minutes)
Sensitivity Awareness	(34 minutes)

WELLNESS >>

WELLNESS

Gain the power of awareness and prevention with wellness training.

Bloodborne Pathogens	(26 Minutes)
COVID-19 - Precaution and Management	(56 minutes)
High Blood Pressure Risks and Prevention	(7 minutes)
LeadingAge Housing and Health Care Partnership Toolkit	(12 minutes)
Performing Senior Needs Assessments Webinar	(1 hour)

LEARNING PATHWAY

Tackle emerging issues with our comprehensive bundled training.

An Effective Leader's Guide to Time Management	(30 minutes)
Housing Education Series	(55 minutes)
Managing Difficult Behaviors	(18 minutes)
Microsoft Excel 2016 & 2019	(Times Vary)
Microsoft Word 2016 & 2019	(Times Vary)
Personal Management	(7 minutes)
Principles of Accounting	(20 minutes)
Process Improvement	(30 minutes)
Sensitivity Awareness	(34 minutes)

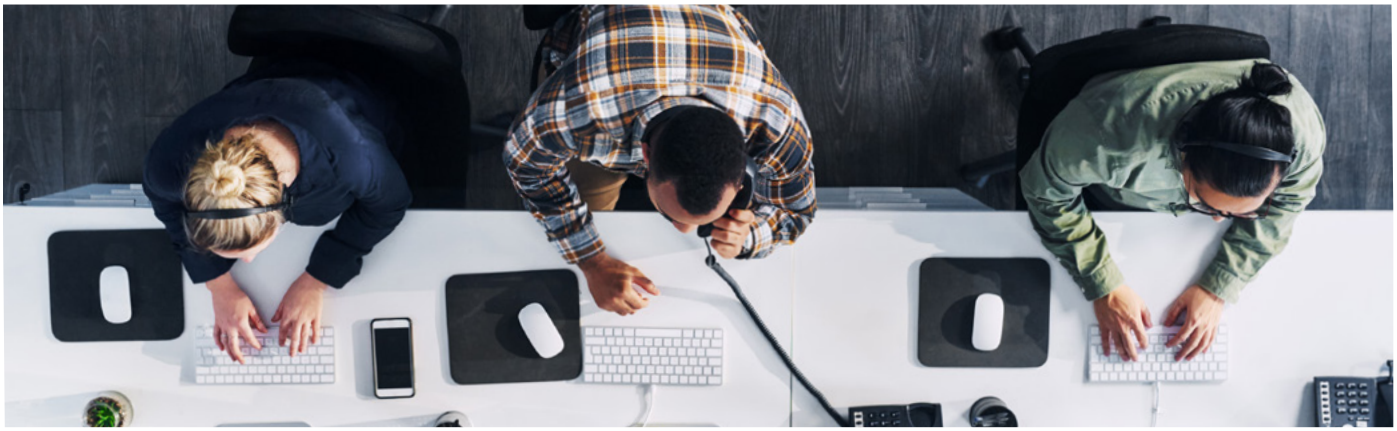
CONTACT US >>

Like what you see? **Become a subscriber!**

- Big Savings: Save $200 on Nan McKay certifications. (No added exam fees!)
- Unlimited Access: Subscribers aren't subject to seat counts or usage limits. Build your own training schedule—choose from our entire course catalog
- Focused Content: Quality training tailored to the affordable housing market.
- Up-to-date Courses: New training added throughout the year
- Convenient: Gain instant access and easily report on your progress
- Easy to Use: Pause, play, replay—train whenever you want, wherever you want, and at your own pace
- Available for Groups: Training made easy for your entire organization

GET A QUOTE TODAY

CONTACT US



WE'RE HERE **TO HELP**

Access our new **User Guide** to see answers to commonly asked questions.Have a pressing question? Contact us for help:

onlinetraining@housingcenter.com

1-800-873-0242, ext. 651

Visit us online at **www.housingcenter.com/onlinetraining**