



## 6 Ideas to Help Your Team Adapt to Software Changes

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New technologies are transforming property management practices and procedures. While change is usually a good thing, unfortunately, some of those new ways to work may be causing your established team of employees to have varying levels of discomfort.

I've dedicated much of my career to staff development, so it's no surprise that my recommended strategy to mitigate these challenges is investing in training technology, content and resources. Those tools can help property management organizations take proactive steps to support employees with a focus on career paths and associated skills development opportunities.

When employees are given resources that expand their skillset and help them make strategic career changes, they are more likely to deepen their connection with the company, which translates to long term satisfaction. Studies show that employees who make an internal move are more likely to stay than those who remain in the same role. According to recent LinkedIn research, employees stay 41% longer at companies with high internal hiring compared to those with low internal hiring.



An interview with  
**Patty Evans**  
YARDI INDUSTRY PRINCIPAL

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### Mitigating Fear of Change When Implementing New Technology

#### Communication is Key

Relieving discomfort of adopting new technologies requires proper communication to new and established team members. They need to know not only how to use new solutions, but also why change is necessary and expected to benefit all affected team members.

Having a dedicated and complete Learning Management Solution (LMS) is a powerful tool to help your management team communicate this information. Without one, your organization runs a higher risk of losing valuable, seasoned team members due to insecurities about the future of their career path.



# PRACTICAL STEPS TO GET YOUR TEAM STARTED

## 1 Reassure Your Team About the Way Forward

Employees deserve an upfront conversation about new software systems and your management team's plan to support them through the transition phase. They should know that while certain job duties may be reduced or become automated, core processes will continue to require human intervention and that their contributions will remain necessary and valuable.

## 2 Clarify Business Needs and Centralize Career Path Documentation

Identify the skills that will be needed by your organization in the future and update job descriptions accordingly. For instance, instead of spending time on job functions that can be completed more efficiently by software and outsourced services, employees may need to master new skills like data analysis, adjusting thresholds and troubleshooting algorithms. Leverage the authoring tools in your LMS to centralize interactive job descriptions and career paths, and provide links to training resources that build the skills that your organization requires, and they need to succeed..

## 3 Update and Share Process and Policy Documents

Create or update business process and policy documents that encompass business objectives, performance targets and guidelines. Store these resources in your LMS's centralized and searchable dashboard. You can also convert documents to microlearning courses that help employees master skills and concepts.

## 4 Upskill and Reskill Employees in Preparation for Future Job Duties

Help your team during the transition with bite-sized training that is available when they need it most and in a variety of learning formats. Scaling down training makes it easier for employees to fit it into their workdays.

An LMS can help by auto-assigning coursework or more subtly by making personalized training recommendations. New LMS technology, like Yardi Aspire, integrates with new property management software, making it easy to access training and custom SOPs within the flow of work.

## 5 Evaluate Skill Development Using Online Assessments

Require employees to demonstrate new skills with practice simulations and graded assignments. Trainers, mentors and managers should have the opportunity to provide feedback within the assessment. Recognize completed training with badges or points as an incentive for learners.

## 6 Increase Transparency for More Informed Business Decisions

Ensure key decision-makers, including internal recruiters, can run reports on skill development activities that may inform future job placements. Admin dashboards and analytics within your LMS can provide those types of metrics, along with next-step actions such as extending due dates, starting a chat, sending an email and recommending additional training.



# THE YARDI SOLUTION

Yardi Aspire is more than just a medium to support online learning content. What sets it apart from other learning management solutions is its ability to centralize key functions such as employee communication, training, onboarding, career pathing, mentorship, performance management and reporting.

Learning, adopting and leveraging new technology is a challenge and opportunity for property management professionals. Aspire maximizes employee engagement and software adoption through personalized training resources that boosts employee confidence, software proficiency and team morale.

Most of all, Yardi Aspire is the central component of a successful training program that can make your team appreciate your organization's software investments as well as the investment you've made in their professional development.

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For more insights on developing a successful education program for your team, [Contact us for a personalized demo.](#)

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