Yardi® Senior Living Suite

Train teams that excel & stay

A practical framework for building confident, engaged senior living teams that choose to grow with you

The challenges of staff retention in senior living communities

If you're scrambling to keep your communities staffed, you're not alone. Senior living operators are facing one of the most persistent challenges in the industry: retaining qualified, engaged staff in a highly demanding environment. While the demand for senior living services continues to rise, workforce shortages, high turnover and burnout put increasing pressure on communities to do more with fewer resources.

Across your organization — from nurses and caregivers to med techs, sales counselors and executive directors — staff are balancing resident needs, compliance requirements and daily performance goals. At the same time, they're often learning new systems and workflows.

When employees feel underprepared or overwhelmed, productivity slows and frustration grows. Turnover becomes more likely. And the impact reaches beyond care delivery, affecting sales, operations and overall community performance.

Turnover rates remain elevated among frontline caregivers

44% turnover rates for resident assistants

40% turnover rates for certified nursing assistants (CNAs)

Source: Senior Housing News September 2025, reporting on Hospital and Healthcare Compensation Service (HCS)

How training supports your teams & everyone they serve

Proactive retention strategies, include early employee engagement strategies and leadership development can help, according to McKnight's Senior Living. Training plays a critical role in retaining all your community staff.

Communities that invest in structured, role-based training programs help employees build confidence faster, perform their jobs more effectively and feel supported from day one. You'll see not only stronger retention, but safer operations, better resident outcomes and a more resilient organization.

This guide explores how a thoughtful training strategy can help you reduce turnover, improve employee engagement and build skilled teams that stay — creating long-term value for residents, staff and your business.

With a solid training framework, you can:

1. Support fast, efficient onboarding

2. Promote employee retention & engagement

3. Enhance employee performance

4. Benefit your organizational culture & reputation

2

1
Support fast, efficient onboarding

————

Since managing staff turnover is one of the biggest challenges in the industry, getting new team members up to speed quickly is critical.

With a training program that helps new hires become productive in their job roles, system procedures and software tools right away, new staff members can get started sooner. They'll be able to begin doing the work that attracted them to your communities.

With effective and early onboarding training, all of your staff can spend more time where it counts: supporting residents and strengthening your business.

Yardi's senior living training team: driven by best practices

Software training is one part of the training your staff needs. For Yardi clients, the senior living training team is happy to take care of this training for you. Our senior living software comes with free, robust and comprehensive training options.

Yardi's senior living training program is built on proven best practices designed to help communities onboard staff faster, build confidence and support consistent performance. The approach reflects what today's teams need to learn efficiently, retain information and apply it in real-world care settings.

Elements of a best-practices approach to training

The training and training materials are:

- Accurate and kept up to date
- Data-driven and continually evolving
- Rooted in scenario-based learning
- Interactive and engaging
- Available in both instructor-led and on-demand (asynchronous) formats
- Adaptable for role-based elearning

Our senior living training team brings deep expertise to every engagement

Each team member has at least one of the following qualifications:

- More than 10 years of professional training experience
- An advanced degree in education
- 5 or more years of classroom teaching experience

This background gives the team both theoretical and practical insight into how adults learn — whether live sessions, online webinars or independently. Training content is continuously reviewed and updated to reflect current learning research and industry best practices.

Unlike many senior living software providers that rely solely on support teams or static materials, Yardi has a dedicated senior living training team. That means communities receive structured, professionally developed training. They don't need to build and manage a program on their own while caring for residents.

2

Promote employee retention & engagement

Training not only leads to **better skills** but demonstrates to employees an investment in them, which leads to **higher job satisfaction**, **improved morale** and **increased loyalty**. All these factors work to reduce turnover rates and associated costs.

In senior living, confidence and engagement are also directly tied to safety and compliance. Frontline teams are responsible for critical daily tasks, including medication management, documentation and care delivery. Missed or incorrect medication passes create serious risks for residents and can expose operators to regulatory consequences. Comprehensive training helps staff understand not only what to do, but **why it matters**. This reinforces accountability and trust in their work.

By investing in training that builds confidence, competence and engagement, you create an environment where employees feel supported and where they choose to stay.

Examples of role-based training

Providing role-based training that is organized for each role helps both new and continuing employees focus on the skills they need to do their work. Some training might apply to more than one job role, such as an "Managing Resident Information." Breaking down training into smaller topics separates training specific to a job description, such as assessments training only for nurses and managers.

These examples show how the Yardi senior living training team organizes free live instructor-led training for Yardi EHR, based on three common roles:

Nurses & managers

- Managing Resident Information & Resident Profiles
- Managing Digital Documents
- EHR User Entry & Management
- Assessments & Service Plans
- Care Task Charting
- Progress Notes, Daily Logs, Observation Assessments, Vitals & Weights
- Orders & eMAR
- Orders Charting
- Incidents
- Behaviors
- Wounds

Med techs

- Managing Resident Information & Resident Profiles
- Managing Digital Documents
- Care Task Charting
- Progress Notes, Daily Logs, Observation Assessments, Vitals & Weights
- Orders Charting
- Incidents

Caregivers

- Care Task Charting
- Progress Notes, Daily Logs, Observation Assessments, Vitals & Weights
- Orders Charting
- Incidents

All courses are free with Yardi senior living software.

6

3

Enhance employee performance

———

Opportunities for continuous development improve job performance, foster higher productivity and increase organizational efficiency.

When staff receive continuous learning opportunities, they stay current on best practices, workflows and system updates. This reduces errors and improves day-to-day work.

Training reinforces standardized procedures across shifts, departments and locations, helping teams work more efficiently while maintaining high standards of care. Employees who understand their tools and responsibilities can complete tasks accurately, respond to issues more quickly and collaborate more effectively with their peers.

Free senior living training resources for Yardi clients

Yardi's senior living software comes with free, robust and comprehensive training options. This is critical for communities facing high turnover rates and especially small companies that don't have a budget for training. The client services team is excited to offer all these training formats to help our clients succeed with the software.

- Ongoing instructor-led training webinars (for Yardi Voyager Senior Housing, Yardi Senior CRM, Yardi EHR and Yardi Senior IQ)

- Comprehensive video libraries available from the Help menu (for Voyager Senior Housing, Senior CRM, and Yardi EHR)

- Customizable training materials including lesson plans, slide decks and handouts

- Custom training plan consulting

4

Benefit your organizational culture & reputation

Investing in employee development helps you shape a stronger, more resilient organizational culture. When team members feel supported through training and growth opportunities, they are more engaged, collaborative and aligned with the community's standards of care. This shared commitment reinforces accountability, consistency and pride in the work being done every day.

A strong training culture also enhances an organization's reputation. Communities known for supporting and developing their staff are better positioned to attract qualified candidates in a competitive labor market. At the same time, consistent and confident staff interactions build trust with residents, families and referral partners.

By prioritizing employee growth, senior living organizations strengthen their culture, elevate their brand and create an environment where both employees and residents can thrive.

CLIENT SPOTLIGHT
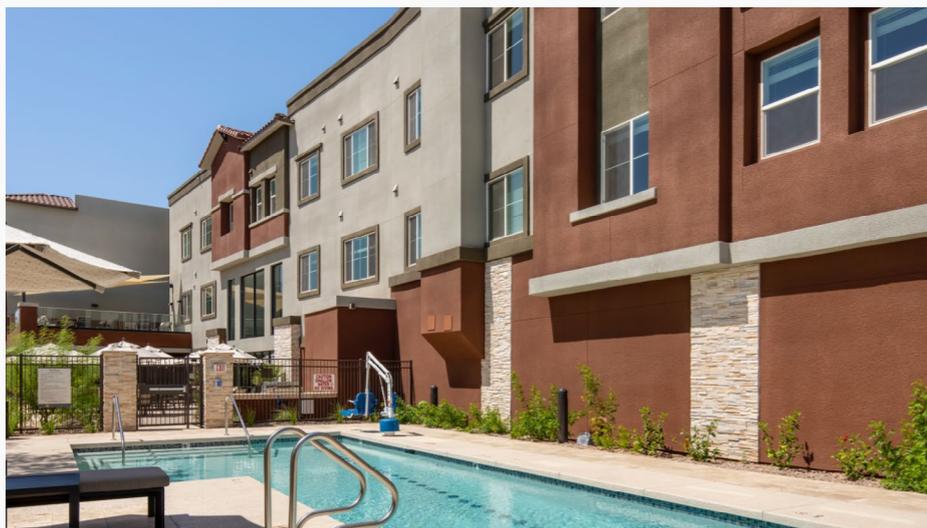
The Manor Village Life Care Centers began a training program for clinical staff with the Yardi senior living training team. After seeing how flexible, well-structured and practical training improved adoption and efficiency, The Manor Village expanded training to include all staff who use Yardi software.

"With a wide range of options, including online resources and recorded webinars, our teams have access to flexible, on-demand learning," says Nicolle Blais, chief operating officer of The Manor Village Care Centers. (All Yardi senior living software comes with free, comprehensive training options.) "The training sessions are well structured, engaging and easy to follow. Trainers encourage questions along the process and ensure participants understand not just how to use the system, but how to use it effectively."

Blais says the hands-on approach from trainers increases software adoption and efficiency across departments.

"We've consistently found that Yardi trainers provide clear, practical guidance that translates directly into day-to-day operations," she says.

"Yardi's training team has been highly responsive and proactive, partnering closely with us to ensure key leadership roles are well trained and positioned for long-term success."

Nicolle Blais
Chief Operating Officer
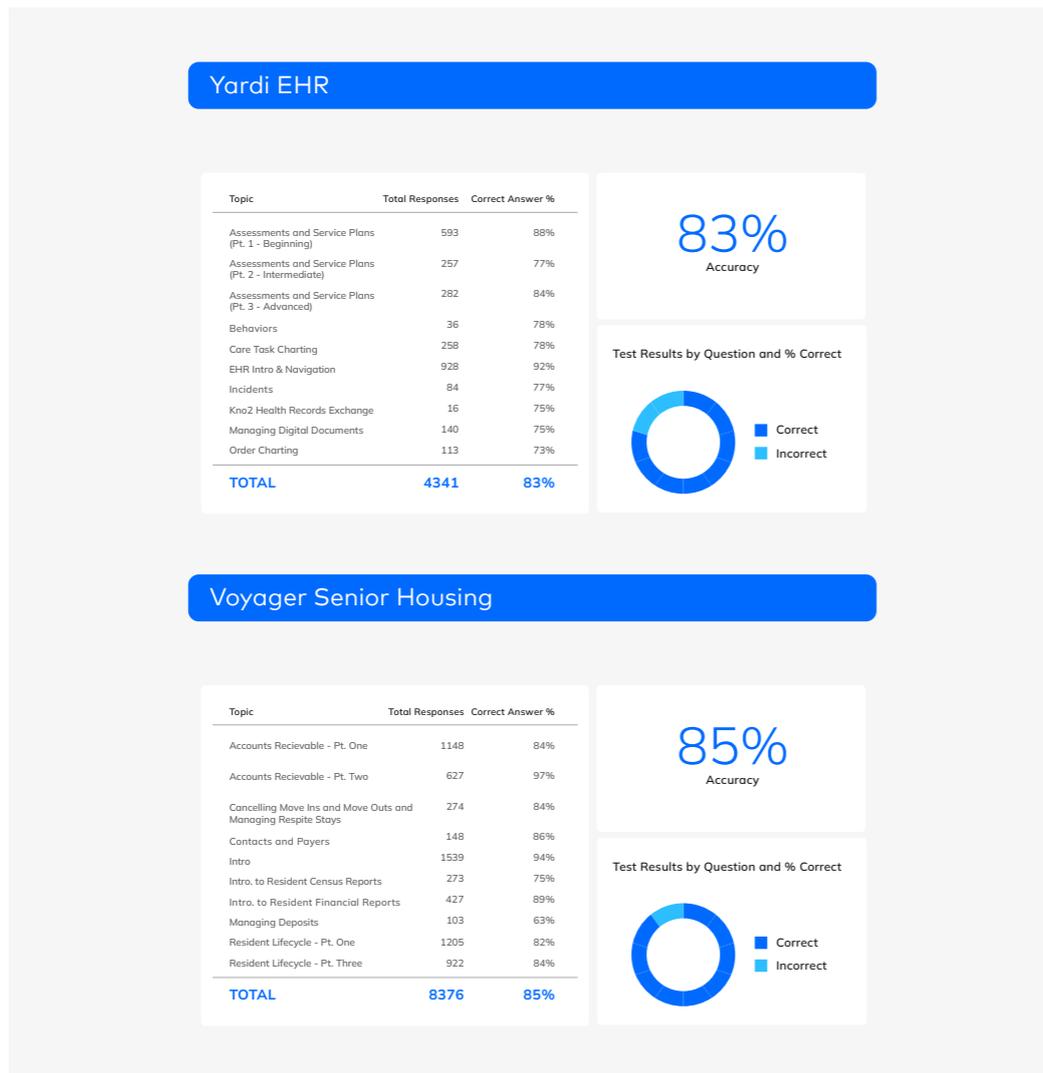The Manor Village Life Care Centers

10

4 statistics of success from the senior living training program at Yardi

Learner comprehension

Aggregate responses to poll questions measure learner comprehension.

Examples

Yardi EHR

Topic	Total Responses	Correct Answer %
Assessments and Service Plans (Pt. 1 - Beginning)	593	88%
Assessments and Service Plans (Pt. 2 - Intermediate)	257	77%
Assessments and Service Plans (Pt. 3 - Advanced)	282	84%
Behaviors	36	78%
Care Task Charting	258	78%
EHR Intro & Navigation	928	92%
Incidents	84	77%
Kno2 Health Records Exchange	16	75%
Managing Digital Documents	140	75%
Order Charting	113	73%
TOTAL	**4341**	**83%**

83%
Accuracy

Test Results by Question and % Correct
■ Correct
■ Incorrect

Voyager Senior Housing

Topic	Total Responses	Correct Answer %
Accounts Recievable - Pt. One	1148	84%
Accounts Recievable - Pt. Two	627	97%
Cancelling Move Ins and Move Outs and Managing Respite Stays	274	84%
Contacts and Payers	148	86%
Intro	1539	94%
Intro. to Resident Census Reports	273	75%
Intro. to Resident Financial Reports	427	89%
Managing Deposits	103	63%
Resident Lifecycle - Pt. One	1205	82%
Resident Lifecycle - Pt. Three	922	84%
TOTAL	**8376**	**85%**

85%
Accuracy

Test Results by Question and % Correct
■ Correct
■ Incorrect

Value of training for job role

Surveys track how attendees rate the value of the training for their role.

Examples

Yardi EHR

How strongly do you agree with the following statement?

I gained the skills I need to do my job effectively

● Strongly Disagree   7.1%
● Agree   28.6%
● Strongly Agree   64.3%

100%   0%   100%

Voyager Senior Housing

How strongly do you agree with the following statement?

I gained the skills I need to do my job effectively

● Strongly Disagree   3.3%
● Agree   60.7%
● Strongly Agree   36,1%
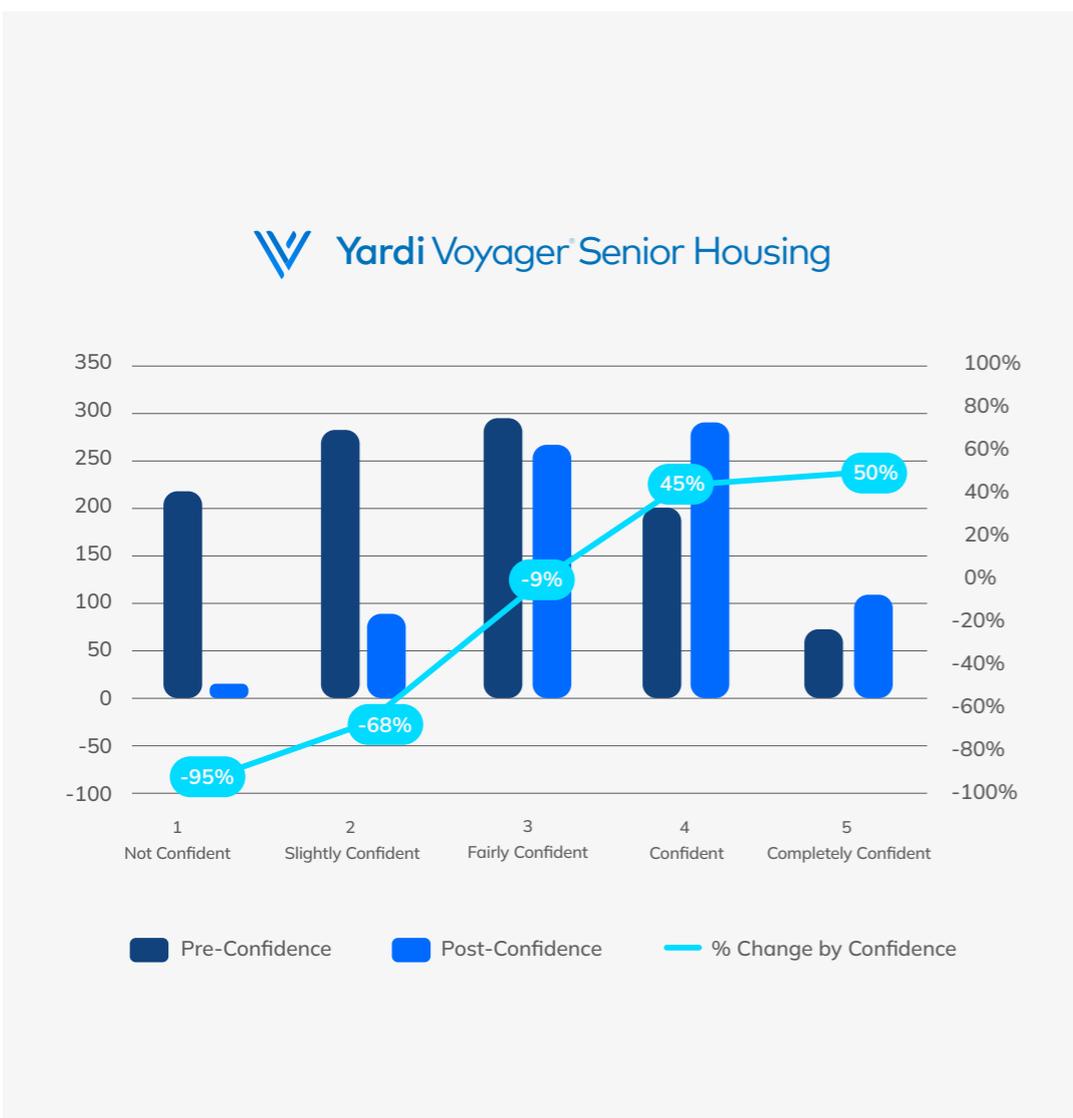
100%   0%   100%

4 statistics of success from the senior living training program at Yardi

How confident learners feel

Before and after confidence survey questions measure how learners feel about the functions they're learning about.
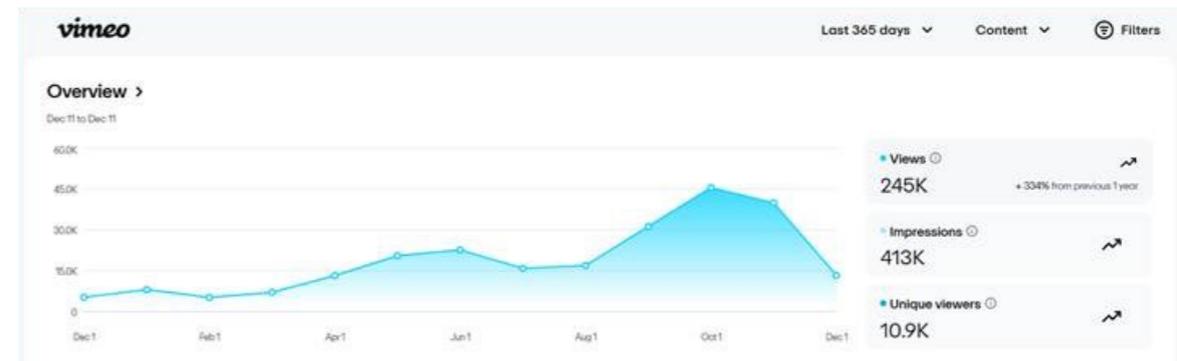
Example
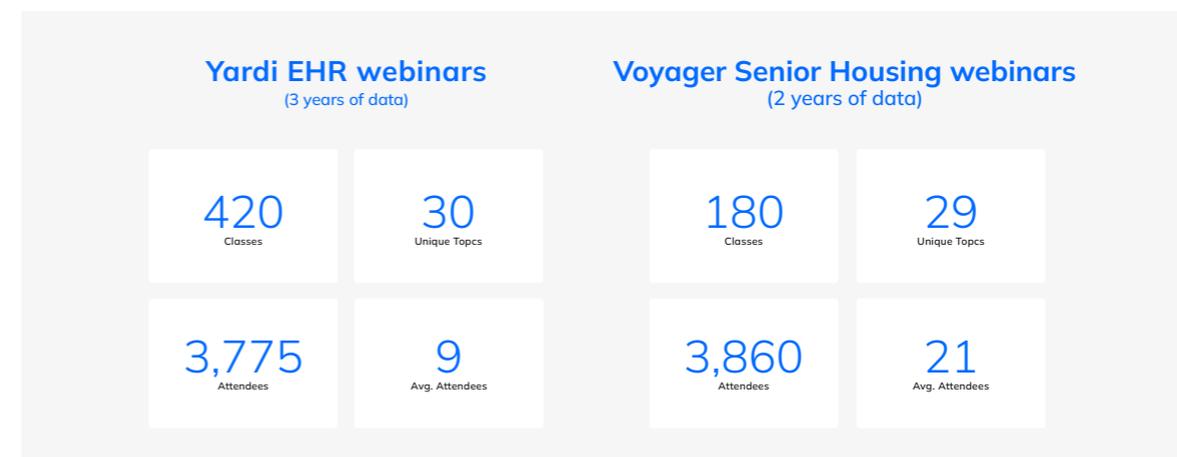

Audience: the scale of learner engagement

Tracking video views and webinar attendees measures overall reach of the training.

Examples

The number of video views: Almost 11,000 unique viewers watched senior living training videos in the past year. The number of views is up 334% from the previous year.

The number of webinar attendees: Aggregate webinar attendance and class statistics show numbers of classes, topics and attendees.

Yardi EHR webinars		Voyager Senior Housing webinars	
(3 years of data)		(2 years of data)	
420 Classes	30 Unique Topcs	180 Classes	29 Unique Topcs
3,775 Attendees	9 Avg. Attendees	3,860 Attendees	21 Avg. Attendees

Start engaging and empowering your teams today

Training is more than an onboarding requirement or a compliance task. It's a strategic investment in your people, your culture and the quality of care you provide.

When communities prioritize structured, role-based training, employees gain confidence faster, perform their roles more effectively and feel supported throughout their careers. The result is stronger engagement, improved retention and more consistent outcomes for residents and families.

By adopting a thoughtful training strategy, senior living operators can reduce turnover, build resilient teams and create environments where employees choose to stay and grow.

And the right training approach doesn't just support your workforce — it strengthens your entire organization.

Ready to build skilled, engaged teams that stay?

[**SCHEDULE A MEETING**]

Have a question for our training team? Contact **seniorlivingtraining@yardi.com**