



**VISIONARY SOLUTIONS FOR
GLOBAL COMMUNITIES**



NEW

MHLI Training Opportunities



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**Military Housing and Lodging Education Programs
for Government and Private Sector Professionals**

MHLI Course Summary



MHLI Classroom Courses may be obtained for a particular location and can be tailored to match local, regional or Service-wide policies and procedures. Please see page 4 for more information.

100 SERIES CUSTOMER FOCUS AREA

CS 100 ■ 2 DAYS

Foundations of Customer Service

CS 103 ■ 2 DAYS

Effective Communications = Effective Service

CS 104 ■ 2 DAYS

Conflict Resolution and Mediation

CS 105 ■ 2 DAYS

Building a Stronger Organization

CS 106 ■ 5 DAYS

Certified Housing Customer Service Representative (CHCSR)

HRS 300 ■ 4.5 DAYS

High Performing Housing Referral Services

300 SERIES FACILITIES FOCUS AREA

FAC 300 ■ 2 DAYS

Foundations of Facilities Management

FAC 303 ■ 3 DAYS

Housing Inspector/Engineer Technician

FAC 304 ■ 2 DAYS

Foundations of Asset Management

FAC 308 ■ ONLINE

Certified Community Housing Inspector (CCHI)

FAC 309 ■ 5 DAYS

Certified Military Housing Inspector (CMHI)

GENERAL OVERVIEW

400 SERIES MANAGEMENT FOCUS AREA

- MGT 400** ■ 4 DAYS
Introduction to Family Housing Management
- MGT 404** ■ ONLINE
DoD & Service Housing Organization & Culture (DSHOC)
- MGT 405** ■ 5 DAYS
Techniques of Leadership, Management and Communication

500 SERIES UH/LODGING FOCUS AREA

- UH 500** ■ 3 DAYS
Introduction to Unaccompanied Housing and Furnishings Management
- UH 501** ■ 2 DAYS
Introduction to Unaccompanied Housing Management
- UH 502** ■ 2 DAYS
Introduction to Furnishings Management
- UH 503** ■ 5 DAYS
Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 1
- UH 503A** ■ 5 DAYS
Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 2

600 SERIES PRIVATIZATION FOCUS AREA

- PVT 600** ■ 5 DAYS ■ ONLINE
CDPM™ Level 1
- PVT 600A** ■ 4.5 DAYS
CDPM™ Level 2
- PVT 600/600A** ■ 8 DAYS
CDPM™ Levels 1 & 2 (Combined Course)
- PVT 600B** ■ 4.5 DAYS
CDPM™ Level 3
- PVT 600A/600B** ■ 8 DAYS
CDPM™ Levels 2 & 3 (Combined Course)
- PVT 602/603/604** ■ 5 DAYS
Private Sector Accounting & Financial Management

700 SERIES GENERAL SKILLS AREA

- GEN 703** ■ 2 DAYS
Stress Management

About MHLI Training Programs

Introduction

MHLI offers a wide variety of our own courses in all areas of military and privatized housing operations. These courses are of value to both federal and private sector employees. MHLI courses are interactive, with lectures, discussions and exercises in the practical applications relating to housing for military members and/or their families.

In addition to our own courses, MHLI also offers courses from our strategic partners, the Institute of Real Estate Management (IREM), the National Apartment Association (NAA) and from instructors who have been featured at the annual PHMA seminars.

Course Offerings & Customization

MHLI offers a number of courses on an open enrollment basis at various locations throughout the year at competitive pricing. Exact schedules are published and updated at our Web site www.mhli.org.

Courses may also be obtained for a particular location and can be tailored to match local, regional or Service-wide policies and procedures. To pursue obtaining your own course please e-mail: training@mhli.org or call 703-771-0055 x13.

MHLI will work with you to present the best training possible for your location. Many of our two and three day courses can be combined into one week of training.

If there is material you would like presented from other training sources, MHLI can also save you time and effort by making these available to you as discussed below. Again, e-mail or call us.

Course Pricing

Course pricing includes all instructor fees and student materials, exclusive of travel and per diem for up to 30 students. Course customization, OCONUS and other fees may apply.

If you wish to purchase a whole course and want a per student fee, or wish to sponsor an open course, please contact MHLI Training at training@mhli.org.

How to Order

MHLI is an educational nonprofit corporation. Our Federal Tax ID number is 54-1979030 and our Duns # is 151206666.

Payments are required at the time of registration. Credit cards will be charged 10 business days before your class starts. For any payment questions, contact the MHLI Registrar at mhlioffice@earthlink.net.

There are several purchasing methods which can be used for federal staffs to obtain MHLI courses and these may vary based on local procedures. MHLI does accept credit cards, checks or direct deposits via the Central Contractor Registration (CCR) process.

- Fees for open courses ordered through your training department via the DD 1556 route, may be paid with credit card or by government check.
- Fees may be authorized in travel orders and paid by personal travel cards.
- Courses may also be purchased directly via the training office.
- MHLI holds a GSA MOBIS (a multiple award) contract for Training. Depending on the dollar threshold you may order against our contract (GS-10F-0162M) or we are available by competition with other MOBIS contractors. (Ask your contract office to check us out at www.ebuy.gsa.gov.)

Private sector staffs may of course contract directly with us or may reach us through the GSA schedule.

Dress Code

Dress code for class is business casual, which does NOT include jeans, shorts or tee shirts. Military dress, if required, is by individual Service, but is not recommended by MHLI.

Contact MHLI Today!

**154 Fort Evans Rd. NE
Leesburg, VA 20176
703-771-0055 (voice)
703-771-0299 (fax)**

Current Course Pricing

Prices good through February 14, 2018.

This table shows both government and commercial rates for MHLI Training courses of up to 30 students provided at a customer location. Price includes all instructor fees and student materials, exclusive of travel and per diem. Course customization, OCONUS and other fees may apply.

If you wish to purchase a whole course and want a per student fee, or wish to sponsor an open course, please contact MHLI Training at training@mhli.org or 703 771 0055 x13.

Course	Name	Government Rate	Commercial Rate
CS 100*	Foundations of Customer Service	\$8,929.92	\$9,822.91
CS 103*	Effective Communications = Effective Service	\$8,929.92	\$9,822.91
CS 104*	Conflict Resolution and Mediation	\$8,929.92	\$9,822.91
CS 105*	Building a Stronger Organization	\$9,954.69	\$10,905.16
CS 106*	Certified Housing Customer Service Representative (CHCSR)	\$20,541.44	\$22,595.58
MGT 400*	Introduction to Family Housing Management	\$17,206.81	\$18,927.49
MGT 401*	Foundations of Management	\$10,652.27	\$11,717.50
MGT 402*	Techniques and Process of Leadership	\$10,145.03	\$11,159.53
GEN 703*	Stress Management	\$7,937.42	\$8,731.16
UH 500	Introduction to Unaccompanied Housing and Furnishings Management	\$10,100.00	\$11,110.00
UH 501*	Introduction to Unaccompanied Housing Management	\$9,954.69	\$10,950.16
UH 502*	Introduction to Furnishings Management	\$9,954.69	\$10,950.16
UH 503*	Certified Defense Unaccompanied Housing Manager (CDUHM) Level 1	\$20,541.44	\$22,595.58
UH 503A*	Certified Defense Unaccompanied Housing Manager (CDUHM) Level 2	\$20,541.44	\$22,595.58

* These courses are available for purchase through GSA MOBIS.

MHLI TRAINING PROGRAMS

Course	Name	Government Rate	Commercial Rate
PVT 600*	Certified Defense Privatization Manager— CDPM™ Level 1	\$20,541.44	\$22,595.58
PVT 600A*	Certified Defense Privatization Manager— CDPM™ Level 2	\$20,541.44	\$22,595.58
PVT 600B*	Certified Defense Privatization Manager— CDPM™ Level 3	\$20,541.44	\$22,595.58
PVT 600/600A	CDPM™ Levels 1 & 2 (Combined Course)	\$42,007.24	\$46,207.96
PVT 600A/600B	CDPM™ Levels 2 & 3 (Combined Course)	\$42,007.24	\$46,207.96
FAC 300*	Foundations of Facilities Management	\$9,954.69	\$10,950.16
FAC 303*	Housing Inspector/Engineer Technician	\$10,534.06	\$11,587.47
FAC 304*	Asset Management	\$10,178.76	\$11,196.54
FAC 309*	Certified Military Housing Inspector (CMHI)	\$22,648.25	\$24,913.08
HRS 300*	High Performing Housing Referral Services	\$16,916.48	\$18,608.13
MGT 405	Techniques of Leadership, Management and Communication	\$21,003.62	\$23,103.98
ONLINE	PVT 600: CDPM™ Level 1	\$1,090.28	\$1,199.31
ONLINE	Military Organization and Navy Culture	\$284.42	\$312.86
ONLINE	FAC 308: Certified Community Housing Inspector (CCHI)	PRICING TBD	PRICING TBD

* These courses are available for purchase through GSA MOBIS.

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MHLI is proud to join with our strategic partners, the Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing.

Visit www.mhli.org for a schedule of upcoming classes to become a certified CDPM!

CS 100 ■ 2 DAYS

Foundations of Customer Service

Learn strategies for customer service using a humorous approach to exploring and understanding the diversity of today's military customers. This approach encourages the attendee to incorporate new techniques into daily operation of the housing organization. By the end of this course students will be able to:

- Recognize the different communication skills.
- Implement procedures for customer interaction using appropriate forms.
- Differentiate between internal and external customers and identify the unique relationships necessary to provide quality service to each.
- Develop the skills, techniques and methods for delivering quality customer service.

This course is recommended for anyone who has to interact with customers, at any level, as part of their daily tasks. No specific course prerequisites are recommended.

CS 103 ■ 2 DAYS

Effective Communications = Effective Service

This course asks the question "How can I listen and communicate effectively?" Truly effective communication benefits everyone involved. Participants learn to effectively communicate so others will understand and respond appropriately. Better communication skills lead to better customer service and office interaction. By the end of this course students will be able to:

- Demonstrates effective listening.
- Identify the best methods to communicate effectively.
- Develop effective verbal and written communication.
- Apply various techniques to communication.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

CS 104 ■ 2 DAYS

Conflict Resolution and Mediation

Participants will learn how to understand the dynamics and skills essential for successful mediation and conflict resolution. During the course participants will learn to pinpoint disagreements and practice skills in communications and problem solving to deal with the disagreements. The course includes tools to deal with issues that directly involve the participant, as well as mediation skills to assist others in resolving their disputes. By the end of this course students will be able to:

- Justify different approaches for individual use in conflict situations and effective responses.
- Outline sources of conflict and strategies appropriate for dealing with conflict in varied contexts.
- Select a problem solving model for conflict situations.
- Generalize the communication skills needed to diffuse conflicts.
- Explain necessary skills in managing anger or other difficult emotions.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

CS 105 ■ 2 DAYS

Building a Stronger Organization

There is no more room for the status quo in the housing arena. Today's superb housing office is one that requires a unique approach to the clientele that it serves. This one-of-a-kind seminar will provide specifics in terms of how to continually delight clients, improve productivity and enhance morale. You will leave this program with a specific action plan that is tailored to meet your individual needs. By the end of this course students will be able to:

- Recognize "hands-on, how-to" skills for easy-to-use strategic planning and "executable" tactics that get results.
- Explain setbacks, sidetracks and "curve balls".
- Identify key tenets for maximizing your efforts in the marketplace.
- Apply the seven strategic thinking processes of great achievers and how to "operationalize" them on a daily basis.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

CS 106 ■ 5 DAYS

Certified Housing Customer Service Representative (CHCSR)

Certified Housing Customer Service Representative will give you the competitive advantage you need to excel in a tough and unique military personnel and family climate. In today's customer-oriented environment, "people skills" are critical for personal and organizational success. As we are dealing with an increasing multi-cultural environment, there exists the potential for different expectations and understanding of what constitutes good customer service. This training would ensure that all members of the housing staff in both CONUS and OCONUS are performing at the same knowledge level. How you handle your customers can directly affect your individual goals as well as your team's and organization's performance. This is the only certified customer service program designed specifically for our industry.

This exciting five day program will prepare you and your entire team to deliver high quality customer service designed to exceed your customer's expectations. Each day of this session is specifically designed to focus a tools and techniques you can take back tomorrow and use or share with your team to improve the quality of the service you deliver every day.

The program helps you create a 90 day "customer service" improvement plan for yourself and for your team. Each learning experience is reinforced with exercises, role-plays, videos and games you develop during each session. By the end of this course students will be able to:

- Interpret how to deliver better, faster service and increase customer satisfaction.
- Explain how to gain repeat business and know what customers expect.
- Use tools discussed in the class to manage stressful situations more effectively.
- Summarize the signals of customer irritation—and how to respond appropriately and assist in quickly finding a workable solution to your customer's problem.
- Generate and develop a 90 day customer service improvement plan for you and your team.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

HRS 300 ■ 4.5 DAYS

High Performing Housing Referral Services

HRS 300 was developed to provide hands-on training for Housing Referral professionals. HRS professionals act as bridges between the civilian housing market and the Military family. Thus, not only do we need to adapt to civilian market practices, but we must also retain and reinforce the sense of a family atmosphere within our housing community.

The Military housing arena has evolved from an asset centric to a customer centric one. In today's complex marketplace and the given the intense involvement demanded on our Housing Referral professionals, continuous learning must take place. By the end of this course students will be able to:

- Summarize military housing policy.
- Identify real estate and mortgage transactions.
- Use Conflict resolution, time and stress management and Effective communication to carry out Housing Services.
- Implement teamwork, collaboration and mentoring/coaching.
- Plan and develop a result oriented organization.

In addition, the participants will actually design a business plan. This plan will be developed using a self-paced small group methodology and will be briefed as the final course assessment.

Successful completion of the HRS 200 Housing Services Office course is a non-waiverable prerequisite. It is strongly encouraged for students to bring a laptop computer for this course.

FAC 300 ■ 2 DAYS

Foundations of Facilities Management

This course is designed for personnel involved in the management of government housing facilities. As a foundations course it is intended for personnel who have not had extensive experience in this field. This course is an immersion in the principles and practices of sound facilities management. By the end of this course students will be able to:

- Identify processes and procedures for successfully managing government housing facilities.
- Comparing the day-to-day relationships between the housing offices, the higher headquarters support staff and the onsite contractor staff.
- Model techniques for short and long range maintenance planning.
- Describe the steps in successful project and maintenance management, including demonstration of familiarity with estimating concepts.
- Distinguish between maintenance and repair projects, whole house renovations, project development and document preparation.
- Ability to summarize current OSD policies regarding facilities management.

This course is designed for all personnel new to Housing and who have not had a strong background in facilities management. No specific course prerequisites are recommended.

FAC 303 ■ 3 DAYS

Housing Inspector/Engineer Technician

Students will be exposed to the necessary skills and tools to successfully identify and manage the maintenance workload of military housing facilities. Participants will better control their maintenance program by effectively diagnosing the causes of poor maintenance practices and developing a corrective strategy. This course is not a home inspection certification course, nor is it a mechanical or electrical technicians course. By the end of this course students will be able to:

- Identify the types and purposes of inspections, including the creation of a maintenance plan for vacant quarters.
- Develop onsite inspection procedures.
- Refresh knowledge of COR duties and responsibilities.
- Gain an understanding of workflow process including work order procedures.
- Demonstrate practical skills and techniques in inspection procedures, including completion of forms, customer service and communication.
- Learn techniques of partnering with other service providers through cooperation in group activities.

This course is recommended for personnel involved in the inspection of government housing facilities, either as part of assignment/termination of quarters or BOM work. This course is also recommended for the supervisors of these individuals. No specific course prerequisites are recommended.

FAC 304 ■ 2 DAYS

Foundations of Asset Management

Whether in military housing or private residential situations, being responsible for assets requires knowledge of facilities management and financial planning. This two day course is designed to improve the understanding of the asset management process, emphasizing the retention of quality facilities. By the end of this course students will be able to:

- Understand asset conditions and the concept of sustainment, restoration and modernization.
- Apply the planning process to asset management situations.
- Integrate short and long range financial planning with facilities management.

This course is recommended for those individuals identified as management candidates, GS 9 and others with financial or facilities management responsibilities with a housing office. It is recommended that both FAC 300 and FIN 200 or 201 be taken prior to this course.

NEW

FAC 308 ■ AVAILABLE ONLINE 30 AUGUST 2018

Certified Community Housing Inspector (CCHI)

Surrounded by electronic communications, social media, and digital marketing, our military housing customers find themselves pushed to PCS quickly and report for duty expeditiously. Military members and their families want safe, adequate housing when they PCS and they rely on Military Housing Offices (MHOs) to fulfill their needs. When assisting our customers, this course focuses on the inspection techniques MHO staffs need, how to apply them, and the tools needed, so as to ease the minds of military members during and after their moves.

FAC 309 ■ 5 DAYS

Certified Military Housing Inspector (CMHI)

This course is designed for personnel involved in the management of both government housing facilities and private sector inspections. Students will be exposed to the necessary skills and tools to successfully inspect to meet DoD minimum acceptability criteria. They will also be taught to identify and manage the sustainment, renovation and modernization workloads of military housing facilities. This certification course will provide a greater understanding of inspection principles for existing or newly constructed facilities both private sector and governmental. Students will be exposed to the various phases of construction from site work to final acceptance, change of occupancy maintenance requirements, and management of contract vehicles in a military setting. A portion of the class is devoted to understand mold, it's causes, implications, and practical treatment of affected areas, as well as other safety and livability issues.

This course is not a home inspection certification course, nor is it a mechanical or electrical technician course. By the end of this course students will be able to:

- Identify the types and purposes of community and governmental inspections.
- Develop onsite inspection procedures and plan maintenance for vacant government quarters and for-rent community housing.
- Refresh knowledge of COR duties and responsibilities.
- Demonstrate practical skills and techniques in inspection procedures, including familiarity with minimum adequacy standards.
- Identify the points of inspection for concrete and exterior enclosure work, interior electrical work, interior plumbing work, HVAC systems, furnishings and installed fixtures and associated facility components.
- Understand the cause of mold in facilities and be prepared to take steps leading towards remediation.
- Demonstrate familiarity with various construction trades, codes and planning considerations and critical considerations for inspection, with emphasis on special requirements of Wounded Warriors and ADA compliant facilities.
- Input required information into eMH as appropriate.

This course is recommended for personnel responsible for the maintenance and inspection of both family and bachelor government housing facilities. This course is also recommended for the supervisors of these individuals. No specific course prerequisites are recommended.

MGT 400 ■ 4 DAYS

Introduction to Family Housing Management

This course provides a comprehensive overview of housing operations and as such, provides the building blocks for future career growth. By the end of this course students will be able to:

- Explain the mission and business of housing.
- Summarize the housing organization including all functional areas and levels.
- Execute improved customer service skills.
- Distinguish between the requirements and importance of facilities and financial management.

This course is recommended for new housing employees and for those who interact with the housing office. No other specific course prerequisites are recommended.

NEW

MGT 404 ■ AVAILABLE ONLINE

DoD & Service Housing Organization & Culture (DSHOC)

CUSTOM VERSIONS AVAILABLE FOR ARMY, NAVY, AIR FORCE OR MARINE CORPS

For the “newbie” or as a comprehensive refresher to “old timers”, this course presents an overview and history of Housing, while introducing privatization in DoD and the selected Service. It describes federal and private sector staffs and their roles in serving military customers, with an in-depth review of the selected Housing Service Office (HSO) and the traditions and culture of the military members they serve. Understanding your customer leads to excellence in service.

NEW

MGT 405 ■ 5 DAYS

Techniques of Leadership, Management and Communication

In today’s fast paced environment where technology, information flow and business practices are constantly changing, many believe that managers act more like leaders and leaders often manage. This is great, if you know how managers manage and how leaders lead. Knowing is only part of the equation, how do you effectively communicate this within your organization? This course will look in depth at both sides of the coin and help you prepare for either or both roles and then learn to effectively communicate both.

UH 500 ■ 3 DAYS

Introduction to Unaccompanied Housing and Furnishings Management

This three day course is for personnel assigned to manage UH and Furnishings at all levels both military and civilian. Participants of this course learn the basic elements of UH and furnishings management. This course requires minimum knowledge of military terminology and basic personal management skills. This course can be customized to be Service specific. By the end of this course students will be able to:

- Be familiar with required policies, directives and instructions governing UH and Furnishings management.
- Be familiar with terms and abbreviations relating to UH and Furnishings.
- Be able to identify offices in the chain of command responsible for UH and Furnishings management.
- Understand Furnishings requirements.
- Understand UH and Furnishings financial requirements.
- Understand entitlements and minimum standards of acceptable space and privacy.
- Understand utilization requirements.
- Understand Facilities Condition Reporting.
- Be able to develop effective check-in/check-out welcome package that includes all guidance for living in UH.
- Understand the requirements of a UH maintenance program.

UH 501 ■ 2 DAYS

Introduction to Unaccompanied Housing Management

This two day course is for personnel assigned to manage UH at all levels both military and civilian. Participants of this course learn the basic elements of UH management. The course requires minimum knowledge of military terminology and basic personal management skills. By the end of this course students will be able to:

- Be familiar with required policies, directives and instructions governing UH management.
- Be familiar with terms and abbreviations relating to UH.
- Be able to identify offices in the chain of command responsible for UH management.
- Understand UH and furnishings financial requirements and budgeting requirements.
- Understand UH furniture requirements.
- Understand entitlements, minimum standards of acceptable space and privacy
- Understand the DoD Wounded Warrior Program.
- Understand utilization requirements.
- Understand Facilities Condition Reporting.
- Be able to develop effective check-in/check-out welcome package that includes all guidance for living in the UH.
- Understand the requirements of a UH maintenance program.

UH 502 ■ 2 DAYS

Introduction to Furnishings Management

This course provides housing professionals and other personnel assigned to manage furniture programs with a comprehensive overview of requirements as well as minimum furniture specifications established by DoD and the specific Services. The course concentrates on understanding what quality furniture is, determining needs, procurement regulations and determining what a good proposal is by using Best Value Selection. The course can be customized to a specific Service requirement. By the end of this course students will be able to:

- Identify references and terminology associated with the management of a DOD furniture program.
- Understand the basics of furniture manufacturing and identify minimum quality specifications.
- Determine minimum requirements for furniture.
- Develop initial issue and replacement plans.
- Identify funding sources.
- Understand DOD purchasing requirements.
- Understanding Best Value contract awards.
- Understanding inventory control.
- Understand the requirements of furniture storage and disposal.

UH 503 ■ 5 DAYS

Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 1

MHLI is proud to join with our strategic partners the Professional Housing Management Association and the National Apartment Association to present the first certification program specifically intended for persons involved in the management of Unaccompanied Housing (UH). Successful completion of this five day course will earn students the certification as a Certified Defense Unaccompanied Housing Manager. This course is designed to provide a UH manager with the basic skills required to manage a UH operation that has not yet been privatized. This includes permanent party and student UH. Attendees will be required to participate in group exercises as well as doing subject matter research to be ready for each day's lessons. Attendees will be required to pass the final open text examination with a score of 85% or better to receive certification. By the end of this course students will be able to:

- Understand the current state of the DoD UH Program and its goals.
- Understand the requirements for quality facilities maintenance and long range maintenance planning.
- Understand current human resources requirements.
- Understand mission, functions and tasks.
- Develop a minimum staffing requirement.
- Understand the requirements for developing standard operating procedures for each function in a UH operation.
- Understand the DoD budget process.
- Develop minimum funding requirements for UH operations.
- Understand UH furnishings requirements and quality furniture specifications.
- Develop an initial issue furniture requirement.
- Understand UH contract requirements.
- Develop a statement of work for a UH function.

This course is an advanced level certification course. It is intended for personnel who have experience in Unaccompanied Housing and/or for personnel who have taken other entry and intermediate Unaccompanied Housing courses. No other specific course prerequisites are recommended.

UH 503A ■ 5 DAYS

Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 2

MHLI is proud to join with our strategic partners the Professional Housing Management Association and the National Apartment Association to present the second course in our certification program specifically intended for persons involved in the management of Unaccompanied Housing (UH). This course is relevant to managers of housing specifically assignable to Single Service members. Successful completion of this five day course will earn you certification as a Defense Unaccompanied Housing Manager Level II. This course is designed to provide a UH manager with the advanced skills required to manage a UH operation and also addresses the concepts of privatization of UH. Attendees will be required to participate in group exercises as well as subject matter research to be ready for each day's lessons. Attendees will be required to participate in a group final presentation. Attendees are encouraged to bring a laptop to class.

By the end of this course students will be able to:

- Understand upper level leadership and management concepts.
- Understand the requirements for quality facilities maintenance and long range maintenance planning including preventative maintenance programs.
- Develop staffing requirements based on established mission, functions and tasks and budget constraints.
- Develop standard operating procedures for functions in a UH operation.
- Perform cost benefit analysis for determining the most cost effective delivery of service.
- Develop a performance-based Statement of Work for a UH operation.
- Develop long range funding requirements for UH operations.
- Develop and justify future year program requirements.

Before attending this course you must complete UPH 503 and be certified as a CDUHM Level I. Waivers of the prerequisite will not be considered.



PLEASE NOTE: The following courses are of general interest and use to all personnel working in military housing of any type. They are, however, vital to those personnel, federal or private sector, who are or will be involved with privatization.

PVT 600 ■ 5 DAYS ■ AVAILABLE ONLINE

Certified Defense Privatization Manager—CDPM™ Level 1

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing. This is a Level One offering and is intended to cover the privatization process from concept to pre-transition. The intent is to prepare the management level personnel for not only the requirements of the privatization process but to recognize challenges to the management process in the traditional housing office. This course will cover the Congressional legislation applicable to privatization, the Department of Defense guidance, a comparison of the various Services' programs, ethical considerations, private sector maintenance, financial and human resource practices as compared to current Service practices. Also discussed are the traditional management roles of communicating and directing work flow, team building considerations and change management in order to better prepare the management personnel to successfully transition from a traditional housing operation to a privatized operation. By the end of this course students will be able to:

- Summarize the privatization processes and goals of the Services.
- Explain the role of the private sector partners.
- Compare the different methodologies for results oriented oversight.
- Execute your role in the privatization process.
- Organize and integrate a working privatization partnership.

This course is intended for all levels of personnel who are or may be involved in the privatization of military housing.

PVT 600A ■ 4.5 DAYS

Certified Defense Privatization Manager—CDPM™ Level 2

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing. This is a Level Two offering and is intended to cover the privatization process from transition to long term viability. The intent is to prepare management level personnel for the requirements of the Portfolio Asset Management (PAM) process and provide training in financial analysis to assist in identifying trends that may positively or negatively affect the program success. This course will cover the Congressional and the Department of Defense PAM reporting requirements, the PEP program, responsibilities of the Portfolio and Asset Manager, private sector financial reporting metrics and evaluation of financial spreadsheet data to assist in the decision making process. Also discussed will be personnel transition issue, program continuity and other management tasks identified in the various Service's Lesson Learned seminars. By the end of this course students will be able to:

- Recall the principles of partnering.
- Explain the framework and requirements of the Department of Defense PAM Program.
- Understand the relationships between privatized and non-privatized assets and operational requirements that may exist on various installations/bases.
- Plan the financial considerations in determining project trends and long-term financial viability.

Successful completion of the PVT 600 Certified Defense Privatization Manager CDPM™ Level 1 course is a non-waiverable prerequisite. Management personnel who will be responsible for the oversight, PAM responsibilities and long term viability of their respective Service's privatization program should attend this training. It is also strongly recommended that individuals have previous training in private sector financial practices. These skill sets can be developed through courses PVT 602, PVT 603 and PVT 604.

PVT 600B ■ 4.5 DAYS

Certified Defense Privatization Manager—CDPM™ Level 3

CAPSTONE COURSE OF THE CDPM™ SERIES

With the maturing of both the privatization process and the training jointly provided by IREM and NAA, an overall long-term capstone program was mandated. This course will concentrate on maintaining the relationships and sustaining the privatization project through the term of the ground lease. This training is designed to enable the Asset Manager to successfully develop the successive future generations and lay the groundwork for continued success. By the end of this course students will be able to:

- Implement strategic planning to sustain the vision.
- Use mediation, negotiation, teamwork, integrity and ethics for a strong team.
- Execute the agreement through a better understanding of both public and private sector real estate.
- Judge the problem solving techniques to sustain the asset through applying and understanding project management as a discipline.

Material will be presented through classroom lectures, student discussions and group exercises and case studies. Successful completion of both CDPM™ Level 1 and CDPM™ Level 2 are mandatory prerequisites.

PVT 600/600A ■ 8 DAYS

CDPM™ Levels 1 & 2 (Combined Course)

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing. This combined eight day course is a fast paced certification course. The Level One portion of the training covers the privatization process from concept to pre-transition. The course will cover the Congressional legislation applicable to privatization, the Department of Defense guidance, a comparison of the various Service's programs, ethical considerations, private sector maintenance and financial and human resource practices. The Level Two portion of the training covers the privatization process from transition to long term viability. The course will cover the Congressional and Department of Defense PAM reporting requirements, the PEP program, responsibilities of the Portfolio and Asset Manager, private sector financial reporting metrics and evaluation of financial spreadsheet data to assist in the decision making process.

By the end of this course students will be able to:

- Summarize the privatization processes and goals of the Services.
- Explain the role of the private sector partners.
- Organize and integrate a working privatization partnership.
- Identify the framework and requirements of the Department of Defense PAM Program.
- Understand the relationships between privatized and non-privatized assets and operational requirements that may exist on various installations/bases.
- Plan the financial considerations in determining project trends and long-term financial viability.

This course is intended for all levels of personnel who are or may be involved in the privatization of military housing.

PVT 600A/600B ■ 8 DAYS

CDPM™ Levels 2 & 3 (Combined Course)

This combined eight day course is a fast paced certification course intended for person involved in the privatization of military housing. The Level Two portion of the training covers the privatization process from transition to long term viability. The course will cover the Congressional and Department of Defense PAM reporting requirements, the PEP program, responsibilities of the Portfolio and Asset Manager, private sector financial reporting metrics and evaluation of financial spreadsheet data to assist in the decision making process. The Level Three portion of the course will concentrate on maintain the relationships and sustaining the privatization project through the term of ground lease. This training is designed to enable the Asset Manager to successfully develop the successive future generations and lat the groundwork for continued success.

By the end of this course students will be able to:

- Organize and integrate a working privatization partnership.
- Explain the framework and requirements of the Department of Defense PAM Program.
- Understand the relationships between privatized and non-privatized assets and operational requirements that may exist on various installations/bases.
- Plan, through a multi-day case study, the financial considerations in determining project trends and long-term financial viability.
- Use Mediation, Negotiation, Teamwork, Integrity and Ethics for a strong team.
- Execute the Agreement through a better understanding of both public and private sector Real Estate.
- Judge the Problem Solving techniques to sustain the Asset through applying and understanding Project Management as a discipline.

Successful completion of the PVT 600 Certified Defense Privatization Manager CDPM™ Level 1 course is a nonwaiverable prerequisite. Management personnel who will be responsible for the oversight, Portfolio Asset Management responsibilities and long term viability of their respective Service's privatization program should attend this training. It is also strongly recommended that individuals have previous training in private sector financial practices. These skill sets can be developed through courses PVT 602, PVT 603 and PVT 604.

GEN 703 ■ 2 DAYS

Stress Management

This seminar includes a video presentation, exercises, handouts and humor in an introduction to stress management tools. The presenter obtains a commitment from each participant to implement the enriching and oftentimes life-saving tools obtained in this training. By the end of this course students will be able to:

- Distinguish between different stress management techniques.
- Apply stress management tools and techniques on the job.

IREM Training

Successful Site Management (RES201)

Learn the key components of residential management in this intensive week-long course designed to help those new to the industry see “the big picture.” Course participants gain the knowledge they need to successfully complete their Accredited Residential Manager® (ARM®) certification exam and manage profitable residential assets. More experienced participants working toward certification will also benefit from the opportunity to review those concepts used daily in their work and hone skills that can advance their career. Course curriculum includes:

- Human resource management.
- Property accounting and budgeting.
- Legal issues and risk-management strategies.
- Onsite maintenance management.
- Professional ethics.

THIS IS A FIVE DAY COURSE, WITH THE ARM CERTIFICATION EXAM OFFERED ON THE MORNING OF THE SIXTH DAY.

NAA Training

NAA Certified Apartment Manager Course and Exam

NAA is a federation of 164 state and local affiliates, comprised of more than 30,000 multi-family housing companies representing more than five million apartment homes throughout the United States and Canada. The CAM course was developed by NAA to provide the hallmark training for onsite manager professionals. Reviewed and updated on an ongoing basis, these ten modules provide the foundation for strong, informed and professional onsite management. The CAM course includes the following modules:

- Fair Housing: Encompassing Fair Housing laws, families with children, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices, government housing.
- Financial Management: Investments, adding value to the investments, mathematics review, financial statements, budgets and property valuation.
- Human Resource Management: Executive summary, employment law, employment practices, payroll administration, training and supervision, termination.
- Risk Management: Minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance.
- Legal Responsibilities and Government Relations: Equal employment, OSHA and hazardous materials, lease and evictions, vendor contracts.
- Property Maintenance for Managers: Building a team approach, the onsite manager's role, exterior maintenance, interior maintenance, preventive maintenance, maintenance safety.
- Management for Residential Issues: Customer service, occupancy management, security, emergency management and resident relations.
- Marketing: Introduction to marketing, conducting marketing research, promotional marketing, onsite marketing and the marketing plan.
- Community Analysis: Review of elements required to complete the comprehensive market and management analysis, which must be submitted to complete the designation requirements.
- Adding Value with Technology: Technology today, technology hardware, software, the Internet, hi-tech options and training.

THIS IS A SIX DAY COURSE WITH NO CLASSES HELD ON SATURDAY OR SUNDAY.