

Pre-Training Day

□ **Rental Audio Library** – Listening (*Approx. 3 Hours*)

Start to get a feel for the language of the Intro Rental Conversation (IRC). What are the elements of a beefy, juicy IRC? How do we deliver information effectively? How we engage with clients – right from the start – will make the difference in our ability to build rapport, trust and a new client relationship. IRCs are 30-45min+ strategic conversations. Please listen to every audio file, and feel free to take notes. We will be revisiting these audio files again during Rental Boot Camp.

□ **Renting In New York** – Watching (*Approx. 1 Hour*)

Please watch Jeremy give our “Renting In New York” talk to graduating students. It is, essentially, our IRC – but delivered in PowerPoint presentation form (i.e. the IRC *on stage*). What are your thoughts about the seminar? What did you find interesting/noteworthy? How do you think someone feels about C&C after attending?

□ **Neighborhood Training Exercise** – Doing (*Approx. 1 Hour*)

Knowledge of NYC’s streets & subways is important for a real estate professional. This exercise focuses on building awareness of the ins-and-outs of Manhattan neighborhoods.

□ **Talking Out The IRC** – Speaking (*Approx. 1 Hour*)

Delivering a polished IRC takes time – and requires repetition. We’ll start to get snippets of it “on its feet” by talking it out. This exercise helps new hires begin crafting the language skills necessary to effectively onboard new clients.