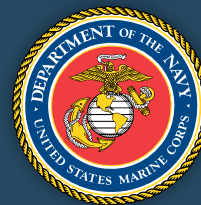


# MHLI Training Opportunities



## Inspiring Tomorrow's Leaders

*The future belongs to those  
who see possibilities today*



**MILITARY HOUSING AND LODGING EDUCATION PROGRAMS FOR  
GOVERNMENT AND PRIVATE SECTOR PROFESSIONALS**

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## Focus Area Descriptions

### Customer Focus Area: CS and HRS Courses

Courses in this focus area create a pathway to excellent customer service and awareness.

### Facilities Focus Area: FAC Courses

This focus area is designed for personnel involved with the management of government assets, including housing facilities.

### Management Focus Area: MGT Courses

This focus area is THE training track for all levels of managers in military housing.

### UH/Lodging Focus Area: UH Courses

Specifically designed for personnel who work in Unaccompanied Housing (UH) and Lodging. This focus area introduces the students to UH management, furnishings management as well as basic and advanced military lodging management.

### Privatization Focus Area: PVT Courses

Through its partnerships, MHLI has been a leader in educating military housing personnel in the new reality of privatization. The Privatization Focus Area was created to help both private and government employees navigate in privatized military housing.

### General Skills Area: GEN Courses

General Skills Courses are not considered a “focus area” for certification purposes.



MHLI is proud to join with our strategic partners, 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.

Join the **MHLI ONLINE ACADEMY** to begin working on your **CDPM™—Level 1 Certification** today!

**T**he Military Housing and Lodging Institute (MHLI) offers a wide variety of training and support for all areas of military and privatized housing operations. Our courses are of value to both federal and private sector employees for professional development. MHLI classes are interactive with lectures, discussions and exercises in the practical applications relating to housing for Service members and/or their families.

## COURSE OFFERINGS & CUSTOMIZATION

MHLI provides competitive pricing for onsite training with open enrollment held at various locations throughout the year. These courses are published and updated on [www.mhli.org](http://www.mhli.org).

Customized courses may be obtained for a specific location and can be tailored to match your local, regional or Service-wide policies and procedures. Many of our two and three-day courses can be combined into one week of training, too.

MHLI will always work with you to ensure the best training experience possible. If there is material you would like presented from other training sources, MHLI can save you time and effort by making them available in a customized course.

If you have questions about MHLI courses or need assistance to customize your own, please email [training@mhli.org](mailto:training@mhli.org) or call **703-771-0055**.

## 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 email [training@mhli.org](mailto:training@mhli.org) or call **703-771-0055**.

## DRESS CODE

Dress code for the classroom 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

**MHLI**  
**21800 Watson Road**  
**Leesburg, VA 20175**  
**703-771-0055 (voice)**  
**703-771-0299 (fax)**

## HOW TO ORDER

MHLI is an educational nonprofit corporation. Our Federal Tax ID number is 54-1979030 and our Duns number 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](mailto: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](http://www.ebuy.gsa.gov).)*

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

# General Overview

**Need help with sponsoring a class?  
Call 703-231-5233 for expert support.**

**A**ny MHLI course designed for the classroom may be obtained for a particular location and can be tailored to match local, regional or Service-wide policies and procedures. *Please see page 3 to get more information.*

## **CUSTOMER FOCUS AREA:** CS and HRS Courses

- Foundations of Customer Service
- Effective Communications = Effective Service
- Conflict Resolution and Mediation
- Building a Stronger Organization
- Certified Housing Customer Service Representative (CHCSR)
- High Performing Housing Referral Services

## **FACILITIES FOCUS AREA:** FAC Courses

- Foundations of Facilities Management
- Housing Inspector/Engineer Technician
- Foundations of Asset Management
- Certified Military Housing Inspector (CMHI)

## **MANAGEMENT FOCUS AREA:** MGT Courses

- Introduction to Family Housing Management
- DoD & Service Housing Organization & Culture (DSHOC)
- Techniques of Leadership, Management and Communication

## **UH/LODGING FOCUS AREA:** UH Courses

- Introduction to Unaccompanied Housing and Furnishings Management
- Introduction to Unaccompanied Housing Management
- Introduction to Furnishings Management
- Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 1
- Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 2

## **PRIVATIZATION FOCUS AREA:** PVT Courses

- Certified Defense Privatization Manager—DPM™ Level 1
- CDPM™ Level 2
- CDPM™ Level 3
- Advanced Pro Formas
- CDPM™ Levels 1 & 2 (*Combined Course*)
- CDPM™ Levels 2 & 3 (*Combined Course*)

## **GENERAL SKILLS AREA:** GEN Courses

- Stress Management

# Current Course Pricing



**T**his table shows both government and commercial rates for MHLI training courses of up to 30 students provided at a customer location.

**PRICES GOOD 14 FEB 2023 - 13 FEB 2024**

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 email [training@mhli.org](mailto:training@mhli.org) or call **703-231-5233**.

COURSE	NAME	GOVERNMENT	COMMERCIAL
CS 100*	Foundations of Customer Service	\$10,205.34	\$11,339.27
CS 103*	Effective Communications = Effective Service	\$10,205.34	\$11,339.27
CS 104*	Conflict Resolution and Mediation	\$10,205.34	\$11,339.27
CS 105*	Building a Stronger Organization	\$11,126.14	\$12,640.53
CS 106*	Certified Housing Customer Service Representative (CHCSR)	\$23,475.27	\$26,083.63
FAC 300*	Foundations of Facilities Management	\$11,376.48	\$12,640.53
FAC 303*	Housing Inspector/Engineer Technician	\$12,038.60	\$13,376.22
FAC 304*	Foundations of Asset Management	\$11,376.48	\$12,640.53
FAC 309*	Certified Military Housing Inspector (CMHI)	\$25,882.99	\$28,758.88
HRS 300*	High Performing Housing Referral Services	\$19,332.58	\$21,480.65
MGT 400*	Introduction to Family Housing Management	\$19,231.67	\$21,368.52
MGT 401*	Foundations of Management	\$11,905.81	\$13,228.36
MGT 402*	Techniques and Process of Leadership	\$11,338.93	\$12,598.75
MGT 405	Techniques of Leadership, Management and Communication	\$22,453.50	\$24,698.85
UH 500	Introduction to Unaccompanied Housing and Furnishings Management	\$11,376.48	\$12,640.53
UH 501*	Introduction to Unaccompanied Housing Management	\$11,376.48	\$12,640.53
UH 502*	Introduction to Furnishings Management	\$11,376.48	\$12,640.53
UH 503*	Certified Defense Unaccompanied Housing Manager (CDUHM) Level 1	\$23,475.27	\$26,083.63
UH 503A*	Certified Defense Unaccompanied Housing Manager (CDUHM) Level 2	\$23,475.27	\$26,083.63
PVT 600*	Certified Defense Privatization Manager— CDPM™ Level 1	\$23,475.27	\$26,083.63
PVT 600A*	Certified Defense Privatization Manager— CDPM™ Level 2	\$23,475.27	\$26,083.63
PVT 600B*	Certified Defense Privatization Manager— CDPM™ Level 3	\$23,475.27	\$26,083.63
PVT 600/600A	CDPM™ Levels 1 & 2 (Combined Course)	\$45,693.15	\$50,262.46
PVT 600A/600B	CDPM™ Levels 2 & 3 (Combined Course)	\$45,693.15	\$50,262.46
PVT 606*	Advanced Pro Formas	\$21,199.01	\$24,077.20
GEN 703*	Stress Management	\$9,071.08	\$10,078.98
ONLINE*	Military Organization and Navy Culture	\$325.04	\$361.15
ONLINE*	PVT 600: CDPM™ Level 1	\$1,245.99	\$1,384.44

*\* These courses are available for purchase through GSA MOBIS.*



# Customer Focus Area

## 100 Series: CS & HRS Courses

**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 the 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 required.*

**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 required.*

**CS 104 ■ 2 DAYS**

### Conflict Resolution and Mediation

Learn how to understand the dynamics and skills essential for successful mediation and conflict resolution. During the course, students 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 required.*

**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 required.*

# Customer Focus Area

CS 106 ■ 5 DAYS

## Certified Housing Customer Service Representative (CHCSR)

Certified Housing Customer Service Representative (CHCSR) training 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 will 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 course 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 on 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 required.*

HRS 300 ■ 4.5 DAYS

## High Performing Housing Referral Services

HRS 300 was developed to provide hands-on training for Housing Referral Services (HRS) 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 given the intense involvement demanded on our HRS 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 results-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.

*It is strongly encouraged for students to bring a laptop computer for this course.*

**MHLI courses may be customized to match local, regional or Service-wide policies and procedures. Please send emails to [training@mhli.org](mailto:training@mhli.org) or call 703-771-0055 for support!**

# Facilities Focus Area

## 300 Series: FAC Courses

### 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 the 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 required.*

### 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, including supervisors of these individuals. No specific course prerequisites are required.*

### 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 FAC 300 be taken prior to this course.*



# Facilities Focus Area

FAC 309 ■ 5 DAYS

## Certified Military Housing Inspector (CMHI)

This certification 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. Taking this course will provide a greater understanding of inspection principles for existing or newly constructed facilities, both the 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 understanding mold, it's causes, implications, and practical treatment of affected areas, as well as other safety and livability issues. 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 Standards of Adequacy (MSA).
- 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 the Wounded Warrior Project and Americans with Disabilities Act compliant facilities.
- Input required information into eMH as appropriate.

*This course is not a home inspection certification course, nor is it a mechanical or electrical technician course. FAC 309 is recommended for personnel responsible for the maintenance and inspection of both family and bachelor government housing facilities, including supervisors of these individuals. No specific course prerequisites are required.*

# Management Focus Area

## 400 Series: MGT Courses

**MGT 400** ■ 4 DAYS

### Introduction to Family Housing Management

This course provides a comprehensive overview of housing operations and 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 specific course prerequisites are required.*

**MGT 404** ■ AVAILABLE ONLINE

### DoD & Service Housing Organization & Culture (DSHOC)

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 Military Housing Office (MHO) and the traditions and culture of the Service members they serve. Understanding your customer leads to excellence in service.



**MGT 405** ■ 5 DAYS

### Techniques of Leadership, Management and Communication

**NEW** 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/Lodging Focus Area

## 500 Series: UH Courses

### UH 500 ■ 3 DAYS

#### Introduction to Unaccompanied Housing and Furnishings Management

This course is designed 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 a 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 an 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 course was created for personnel assigned to manage UH at all levels, both military and civilian. Participants of this course learn the basic elements of UH management. This course requires a 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 Wounded Warrior Project.
- 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/Lodging Focus Area

UH 502 ■ 2 DAYS

## Introduction to Furnishings Management

This course will provide 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 Introduction to Furnishings Management (UH 502) 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 also 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 the 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 for furniture storage and disposal.

UH 503 ■ 5 DAYS

## Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 1

MHLI is proud to join with our strategic partner, NAA, to present the first certification program specifically intended for persons involved in the management of UH. Successful completion of this five-day course will earn students the certification as a Certified Defense Unaccompanied Housing Manager (CDUHM) Level 1. 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.

Students will be required to participate in group exercises as well as conducting subject matter research to be ready for each day's lessons. Students 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 UH and/or for personnel who have taken other entry and intermediate UH courses. No other specific course prerequisites are recommended.*

# UH/Lodging Focus Area

## UH 503A is the Capstone Course of the CDUHM Series

UH 503A ■ 5 DAYS

### Certified Defense Unaccompanied Housing Manager (CDUHM)—Level 2

MHLI is proud to join with our strategic partner, NAA, 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 course will earn students certification as a Defense Unaccompanied Housing Manager (CDUHM) Level 2. 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.

Students will be required to participate in group exercises—as well as subject matter research to be ready for each day's lessons—and participate in a group final presentation. 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.

*It is strongly encouraged for students to bring a laptop computer for this course. Before attending this course you must complete UH 503 and be certified as a CDUHM Level 1. Waivers of the prerequisite will not be considered.*



**If you have any questions about CDUHM Certifications, please send an email to [training@mhli.org](mailto:training@mhli.org) or call 703-771-0055 for support.**

# Privatization Focus Area

## 600 Series: PVT Courses

**T**he following courses are of general interest and use to all personnel working in military housing of any type. However, these courses are vital to any 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, IREM and tNAA, 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 DoD 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 workflow, 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, IREM and NAA, to present you with the second certification program specifically intended for persons involved in the privatization of military housing. CDPM™ Level 2 covers 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 provides 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 DoD 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 DoD 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: CDPM™ Level 1 course is a mandatory 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.*

# Privatization Focus Area

## PVT 600B is the Capstone Course of the CDPM™ Series

**PVT 600B ■ 4.5 DAYS**

### **Certified Defense Privatization Manager—CDPM™ Level 3**

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.

*Successful completion of PVT 600: CDPM™ Level 1 and PVT 600A: CDPM™ Level 2 are both mandatory prerequisites. Material will be presented through classroom lectures, student discussions and group exercises and case studies.*

**If you have any questions about CDPM™ Certifications, please send emails to [training@mhli.org](mailto:training@mhli.org) or call 703-771-0055 for support.**

## BACK BY POPULAR DEMAND

**PVT 606 ■ 4.5 DAYS**

### **Advanced Pro Formas**

This four and half day course is designed for asset managers who are ready to dive deep into the financial spreadsheets to see what makes them tick. Verify the accuracy of and evaluate a pro forma, then brief recommendations with confidence. Learn how to find what you want, get what you need and understand financial models built by someone else. This course will be an interactive, hands-on class about real estate pro formas. You have already developed a high-level understanding; this will give you the “in-the-weeds” skills to dissect a proposal, determine if the model works properly and assess the impact of proposed changes to the short-, mid- and long-term financial health of a project. By the end of this course students will be able to:

- Identify the financial concepts and excel formula spreadsheets, including the most commonly used formulas and functions of Microsoft Excel and explore more complex formulas and functions.
- Understand the necessity of good spreadsheet design and learn a five-step process to validate an Excel spreadsheet. Learn what it takes to verify that a pro forma is complete and accurate.
- Validate, understand and evaluate a pro forma showing change in project scope.
- Use analytical skills learned by “Briefing Leadership.”

*Successful completion of PVT 600: CDPM™ Level 1 and PVT 600A: CDPM™ Level 2 or knowledge of Microsoft Excel is recommended.*

# Privatization Focus Area

Earn CDPM™ Certifications quickly with combined PVT courses!

PVT 600/600A ■ 8 DAYS

## CDPM™ Levels 1 & 2 (Combined Course)

This combined eight-day course is a fast-paced certification course. The CDPM™ Level 1 portion of the training covers the privatization process from concept to pre-transition. The course will cover the Congressional legislation applicable to privatization, the DoD guidance, a comparison of the various Service's programs, ethical considerations, private sector maintenance and financial and human resource practices. The CDPM™ Level 2 portion of the training covers the privatization process from the 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 DoD 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 CDPM™ Level 2 portion of the training covers the privatization process from transition to long term viability. The course will cover the Congressional and DoD 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 CDPM™ Level 3 portion of the 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:

- Organize and integrate a working privatization partnership.
- Explain the framework and requirements of the DoD 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 the public and private sector real estate.
- Judge the problem solving techniques to sustain the asset through applying and understanding project management as a discipline.

*Management personnel who will be responsible for the oversight of PAM responsibilities and long-term viability of their respective Service's privatization program should attend this training. Successful completion of PVT 600: CDPM™ Level 1 is a mandatory prerequisite. It is also strongly recommended that individuals have previous training in private sector financial practices.*



# General Skills Area

## 700 Series: GEN Courses

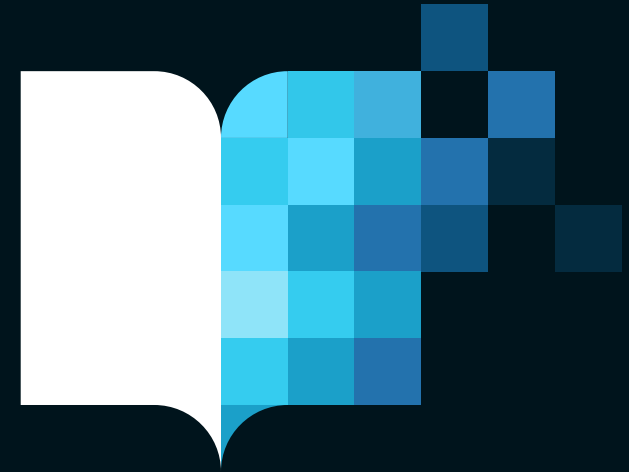
GEN 703 ■ 2 DAYS

### 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.

**Join the MHLI Online Academy to find cost-effective training modules that can help you advance your career in military housing!**



## Go Beyond Classrooms!

*The MHLI Online Academy provides students with an online learning experience comparable to a university environment. New courses are completely revised to take complete advantage of the power of today's social media and feature interactive exercises, videos, discussion forums and more.*

# IREM & NAA Training

## Partner Sponsored Courses

### IREM Training

#### Successful Site Management (RES201)

The Institute of Real Estate Management (IREM) has been the source for education, resources, information, and membership for real estate management professionals for more than 75 years. Successful Site Management (RES201) students will 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 can 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

The National Apartment Association (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 Certified Apartment Manager (CAM) Course and Exam were 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.*