



Improve Your Renewals

Reduce the Impact of This Recession



“A bird in the hand is worth two in the bush,” as the saying goes. In an economic downturn, future demand is highly uncertain, and that places a higher premium than usual on renewals.

In a downturn, operators need to put an extra effort into the things they can control since there is so much they cannot. Maximizing renewals is one of those things. D2 Demand Solutions is helping operators, bringing to bear our 20+ years of experience to deliver a renewal improvement program that will help you out-perform the market as you navigate these uncertain times.

WHAT WE DO

- Deliver training based on a multi-year review of real-world renewal objections plus the two key new objections introduced by the COVID-19 pandemic
- Provide multiple training alternatives, including D2 trainer-led sessions, “Train-the-trainer” to allow client training teams to lead sessions, and online, self-paced training
- Provide job aids for participants to use following their training session
- Ensure “stickiness” of the training with activities for post-training reflection and review
- Deliver with flexibility - including the ability to deliver the whole program remotely

WHAT YOU GET

- A plan for maximizing renewals at your community and the skills for your teams to execute on that plan
- Confidence in your teams to manage these critical renewal conversations with your residents, with improved negotiation skills and objection-handling
- The ability to extend the program and keep improving, with training presentation materials, Facilitator’s Guide and Participant Workbook
- Sustainable improvement with post-training exercises and “overcoming renewal objections” job aids
- Access to online learning options

TALK TO US!

The time to act is now! Please contact us at d2demand.com/contact-us or email info@d2demand.com to book an initial call.