

CLEAR TO CLOSE

RRC ONE-DAY COURSE



Transforming Difficult Situations into Profitable Deals

Nationally recognized as a residential sales and marketing specialist, Gee Dunsten is currently an associate broker with Long and Foster in Ocean City, MD. He has been a Certified Instructor with the Residential Real Estate Council for more than 25 years and served as 2001 National President. A prolific author and speaker, his hands-on approach to real estate training with leading edge ideas and systems has made him a popular speaker at the NAR conventions, as well as numerous state and local association conventions and seminars.



April 23, 2018
9:00 a.m. – 4:30 p.m.

Presented by
Virginia RRC &
The Northern Virginia
Association of REALTORS®

Course location:
NVAR FAIRFAX
HEADQUARTERS
8407 Pennell Street
Fairfax, VA 22031
MAIN: (703) 207-3200

rccvirginia@gmail.com
Dixie Rapuano 703.801.2145

<https://crs.com/learn/education-catalog/ViewClass.aspx?ClassID=12972>

This full-day course will explore strategies and best practices for transforming challenging situations into win-win outcomes. You will learn how to leverage tools, systems, and scripts to effectively manage your professional relationships with difficult buyers, sellers, appraisers, agents, and others. Attendees will leave the class with the skills to assess different personality types and effectively use appropriate communication strategies for each type. In this hands-on, highly engaging course, attendees collaborate on real-world case studies such as low offers, unresponsive agents, combative clients, ego-centric sellers, and your garden variety "problem child" to develop their own styles and techniques for transforming those difficult situations into profitable deals.

Upon the successful completion of this course, you will be able to:

- Recognize the diverse ways people think, personality types, communication styles, and how these elements impact professional relationships
- Leverage tools, systems, and scripts to effectively manage encounters with difficult clients, other agents, service providers, etc.
- Identify techniques and strategies to transform challenging situations into mutually beneficial outcomes
- Improve your happiness factor

Individuals who take this course will earn 8 credit hours toward the CRS Designation.

Contact Virginia RRC at rccvirginia@gmail.com if you have any questions.

About

The Residential Real Estate Council is the largest not-for-profit affiliate of the National Association of REALTORS®.

With more than 34,000 agents, the Council is the leading education and networking organization for residential real estate agents.

It also awards the prestigious Certified Residential Specialist Designation® to top-producing REALTORS® who meet education, experience and transaction requirements.

Learn more about the Residential Real Estate Council and how the organization can help you today.

CRS.com



For more information on other RRC courses or obtaining the CRS Designation, the premier designation for residential real estate professionals, visit CRS.com.

RRC ONE-DAY COURSE



Transforming Difficult Situations into Profitable Deals



REGISTRATION FORM



WHERE: NVAR FAIRFAX HEADQUARTERS **WHEN:** April 23, 2018
8407 Pennell Street, 9:00 a.m. – 4:30 p.m.
Fairfax, VA 22031
MAIN: (703) 207-3200

WHO (ABOUT YOURSELF):

Name _____

NRDS# _____ License# _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

REGISTRATION FEE: Member **\$139** Non-Member **\$149**

WAYS TO REGISTER:

1. Register online at goo.gl/qu1U4o
2. Mail to: Virginia RRC
P.O. Box 3113
Mechanicsville, VA 23111

Please indicate preferred method of payment:

Credit card

Please call 800-462-8841 to complete your registration:

Check enclosed

Make check payable to: RRC
Send check to: P.O. Box 3113
Mechanicsville, VA 23111

CANCELLATION POLICY: Please call for Dixie Rapuano (703) 801-2145 with any questions.

The VA RRC reserves the right to cancel any scheduled course. If a course is cancelled, you will be notified via e-mail or phone and will be given a full refund. We are not responsible for any expenses incurred by the registrant due to cancellation. Cancellations will be accepted up to five days prior to the event. Cancellations will be refunded minus a \$25.00 administrative fee. No-shows will be charged the full registration amount.



For more information on other RRC courses or obtaining the CRS Designation, the premier designation for residential real estate professionals, visit CRS.com.