

CourseName	Price	Audience	DeliveryMethod	Description
Acceleration - Live Classroom	\$249.00	Agents	Live Classroom	AccelERAtion provides the marketing, selling, negotiating, closing skills plus the ERA® products and services, knowledge you need to be a successful ERA® Sales Associate.
Acceleration - Self Paced - Resource	\$0.00	Agents	Online, Self-Paced	AccelERAtion Resource provides a condensed refresher of marketing, selling, negotiating, closing skills plus the ERA® products and services, knowledge you need to be a successful ERA® Sales Associate.
Acceleration Resources - Espanola	\$0.00	Agents	Online, Self-Paced	AccelERAtion Resource provides a condensed refresher of marketing, selling, negotiating, closing skills plus the ERA® products and services, knowledge you need to be a successful ERA® Sales Associate en Espanola.
AccelERAtion Train the Trainer	\$0.00	Everyone	Live Classroom	Train the Trainer is a 5-day course to train brokers/agents to facilitate the ERA® AccelERAtion course. Train the Trainer allows graduates to teach the ERA® AccelERAtion course. Prerequisite: Attend an AccelERAtion course prior to Train the Trainer (classroom or virtual).
Accepting a Decision (Includes Simulation)	\$0.00	New Agents	Online, Self-Paced	You will explore how to prepare a presentation for a proposal and how to accept an outcome to a proposal.
Access 2003: Creating Queries	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Designing a Database	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Improving the Effectiveness of an Access Database	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Improving Usability with Access Macros	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Integrating Access with the Web, XML, and Office Applications	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Maintaining Existing Databases	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Optimizing and Securing Access Database Applications	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Structure and Analyze Data with Advanced Queries	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Working with Forms	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 2003: Working with Reports	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Access 7.0: Introduction	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Accredited Buyer's Representative (ABR)	\$200.00	Agents	Virtual Classroom	Students will learn how to properly represent buyers and can apply knowledge to their state's agency laws. Graduates of the ABR® course will also be members of REBAC® (Real Estate Buyers Agent Council) which includes quarterly audio tapes on relevant industry topics, subscription to The Real Estate Professional magazine, online directory for buyer agent referrals, marketing tools and more. The ABR® designation also counts as a 2-day credit towards your CRS® designation.
Admirals Academy	\$199.00	Everyone	Live Classroom	The objective of this course is to discover and implement ways to increase the productivity of the ERA® AccelERAtion course. Train the Trainer allows graduates to teach the ERA® AccelERAtion course. Prerequisite: Attend an AccelERAtion course prior to Train the Trainer (classroom or virtual).
Advanced Real Estate Investment	\$0.00	Everyone	Video	Learn the skill the professionals use to invest wisely in real estate.
Applying Leadership Basics (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers who want to develop effective leadership techniques. An effective leader is an asset to any organization, because leaders have the ability to motivate and empower others to accomplish an organization's goals efficiently and effectively. In this course, you'll learn how to lead teams through proven techniques that will enable you to develop your own powerful leadership style. You'll see how to set a clear direction while building and maintaining positive team relationships, and you'll learn the simple steps required to keep your team moving towards its objectives. As a strong leader, you can increase your organization's bottom line by improving both productivity and morale, and increase your own value to your organization as well.
Architecture in America	\$49.00	Everyone	Live Classroom	The Historic Real Estate Program is an educational class which offers a comprehensive look at architectural styles emphasizing the Old World roots of American design. This class also provides education on historic preservation legislations and ordinances, and requirements for including a property in the National Register of Historic Places. This class is filled with valuable information which agents can pass along to their clients, by recognizing how these timely architectural styles and design features are the basis for much of the new home construction throughout the United States.
Balancing Work and Family (Second Edition)	\$0.00	Everyone	Online, Self-Paced	Effective managers know how to successfully balance the demands of career responsibilities and home life in order to achieve success in a variety of roles. Learn to target specific areas and implement proven strategies in order to achieve your goals in the various aspects of your life.
Basics of Effective Communication (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended for entry-level managers who want to develop effective communications skills. Good relationships and clear understanding of goals and objectives improve productivity in any business. Good communication is the best way to achieve those outcomes, while poor communication can hinder team efforts, damage relationships, and degrade morale. This course will show you how to be the most effective communicator you can be. First, you'll learn that communication is not one event, but a complex process. Next, you'll move step by step to see how you can promote effective communication by managing each step in the process. These specific techniques will not only help you communicate more effectively, but will also help model standards of good communication throughout your organization.
Basics of Effective Selling (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended for entry-level sales representatives, account managers, sales managers, and others with customer contact who want to acquire effective selling strategies and to manage customer relationships productively. The sales process is a core business function that is common to all types of organizations and enterprises. All organizations benefit from a productive sales force because sales generate the revenue that improves the bottom line. This course will help you build your selling skills at each step in the sales process: preparing to sell, conducting the sale, and following up with the customer. You'll start by enhancing your own product and customer knowledge, move through a sales call and closing, and finish the cycle by planning for even more future business. By improving your sales technique, you can increase your value to your company no matter what your role in the sales process.
Beyond Top Gun	\$79.00	Top Gun Graduates	Virtual Classroom	A follow-up to Top Gun, this six-week virtual coaching class allows students who have completed Top Gun within the last 12 months to continue the momentum started in their eight weeks of live classroom instruction. There are six weekly, one hour sessions taught in a virtual environment. The course is designed to help refine and master core Top Gun techniques, increase knowledge of ERA products and services, share ideas on personal promotion and practice their skills using situational learning scenarios. PRE-REQUISITE: Students MUST have completed a live Top Gun class within the last 12 months.
Blueprint for Success - New Millennium	\$795.00	Brokers/Managers	Live Classroom/Virtual Classroom	ERA's exclusive comprehensive management course. The blended learning environment incorporates two phases of four-day live classroom sessions and five virtual instructor led sessions. In addition to the ERA® custom designed content, the course includes two modules of internationally recognized business building courses: FISH® and Ken Blanchard's Situational Leadership® II.
Branding Your Internet Identity (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore e-marketing and how to define your core business, develop an online identity, and form strategic alliances.
Build your Web Presence	\$0.00	Everyone	Virtual Classroom	Discuss how tech tools can help increase online exposure for ERA® agents.
Building Dynamic Business Teams (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	This course describes the organized approach that is required to achieve a successful team. This course provides a series of techniques that can be used to define team goals and priorities, assign role responsibilities, assess performance measures, and encourage constructive collaboration and feedback.

Building Relationships That Last - A Success Workshop for Owners, Brokers and Managers	\$0.00	Brokers/Managers	Video	Relationships are the key in the Broker/Manager to Agent work environment. People don't leave jobs, they leave people. This course will guide you to cultivating strong, lasting relationships, which build a stronger, stable office.
Building Strong Customer Relationships (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is for entry-level managers who want to provide consistent and competitive customer service that aligns with customer expectations. A strong customer relationship can help increase sales through both repeat business and referrals. In this course, you'll discover effective ways to define and improve your customer service levels, resulting in a loyal customer base. You'll also learn how to establish guidelines for implementing and maintaining a customer service plan for your business. By meeting, or possibly exceeding your customers' expectations, you'll not only succeed at strengthening business relationships with existing customers, but you'll also generate new relationships through the most valuable and least expensive form of promotion . . . "word-of-mouth."
Business Meeting Skills (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In a company, much time is devoted to meetings, whether in small groups or in large gatherings. Effectiveness in a meeting depends not only on one's ability to listen, but on one's skill in presenting material and facilitating communication among other participants. In this lesson, you'll learn to create an agenda, run a meeting, and facilitate an online meeting.
Business Statistics in Excel 97	\$0.00	Everyone	Online, Self-Paced	In this course, you'll use Excel to calculate statistical information that is useful in the business world. You will explore Excel's functions for performing various tasks such as advanced mathematical equations, histograms, trend lines, linear regression, and sampling.
Buyer Magic	\$0.00	Everyone	Video	Can you effect change in the ways your buyers believe and act? If you put Todd's plans into action you can do exactly that! Listen as Todd shares with you some of the features and services he has added to his professional practice that transform every client from being just another transaction into a sincere, long term business relationship.
Certified New Home Specialist	\$399.00	Everyone	Online, Self-Paced	Real Estate's most popular and comprehensive training for working successfully with builders and new homebuyers. Includes four interactive CD-ROM's and the CNHS Certification Workbook with over 200 pages of statistics, checklists, sample dialogues, construction drawings, sales tools and references! Completion of this program earns the Certified New Home Specialist™ certification as well as credit for one two-day CRS course
Change Management for Employees (Includes Simulation)	\$0.00	Brokers/Managers/Experienced Agents	Online, Self-Paced	In this course, you will identify ways to solve problems related to change on the job, including recognizing, anticipating, and effectively managing change. You will also define change management, identify change-management strategies, define the psychological process of moving through change, identify ways of preparing for change, and explore ways to embrace change on an ongoing basis.
Coaching Essentials (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.
Communicating Across Cultures (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.
Communicating Clearly (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	Ensuring that your written or verbal message is understood as you intended is often a challenging experience. This module introduces several techniques for enhancing your communication skills and style by focusing on audience identification and message clarity.
Conducting Interviews for Successful Results (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Using strategies for effective interviewing will best serve both you and the candidate. You will have a very clear idea of who the applicant is, and the applicant will have a realistic understanding of the job opening and the company at large. With these interviewing strategies, you will be able to make the most informed decisions about each candidate. While preparation is undoubtedly the key to a good interview, there are many factors to consider during the interview that will contribute to a positive outcome.
Conducting Performance Reviews (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers and supervisors who want to conduct productive performance reviews. An effective performance review is a vital tool for an organization to continually improve employee productivity and quality of work. On the other hand, a poorly conducted review can be stressful and demotivating, with a negative impact on the productivity of employee and manager alike. If you want to be the kind of manager who can review employee performance effectively, then this course can provide you with the strategies, techniques, and tools you will need to plan and conduct successful reviews. You'll learn what both you and the employee need to do to prepare for the review, and how to lead a respectful, goal-oriented, and focused discussion during the review meeting. Finally, you'll see how to encourage continuous employee achievement by providing feedback and coaching, and how to document employee performance on an ongoing basis. With these skills, you can be the
Conflict Intervention (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	Do you ever have conflict in your office or business that needs to be resolved? Would it be beneficial to learn strategies to make conflict an opportunity to build relationships rather than make them more difficult? No one looks forward to conflict but it is a fact of life. This session is based on the Dudley Weeks book: The Eight Essential Steps to Conflict Resolution. It takes you through the realities of conflict and gives you practical steps to resolve conflicts with a win-win solution rather than win-lose.
Creating a Senior Division	\$0.00	Brokers/Managers	Video	Buddy West takes you through his experiences of creating a senior division. In this highly informational session Buddy explains the vital aspects of creating this division in your company. Buddy West covers specialized marketing, informational objectives, special interests that seniors have and helpful hints that will expand your possibilities in this growing area.
Creating a Strong Leadership Team (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers who want to develop the skills to build leadership teams in a variety of organizational environments. Developing teamwork is essential in orchestrating and driving organizational success. This course will teach you the essential tasks you'll need to perform to build an effective team, and provide you with effective techniques you can use for each of those tasks. You'll build solid team relationships, create shared vision for your team, and establish clear and effective procedures for communications and decision-making, as well as monitoring and improving team performance. These skills and tools will give you the team-leadership abilities that are an asset to any type of organization.
Creating and Maintaining Life Balance (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore how to measure stress, solutions for stress, stress relieving habits, and how to devise a stress control plan.
CREST EDG - Class 1	\$0.00	Everyone	Virtual Classroom	CREST EDG Training is designed to teach brokers/managers/office administrators how to enter and manage persons, listings, accounting, reports and daily company transactions within the CREST EDG Application. There are three courses offered and should be taken in consecutive order.
CREST EDG - Class 2	\$0.00	Everyone	Virtual Classroom	CREST EDG Training is designed to teach brokers/managers/office administrators how to enter and manage persons, listings, accounting, reports and daily company transactions within the CREST EDG Application. There are three courses offered and should be taken in consecutive order.
CREST EDG - Reports	\$0.00	Everyone	Virtual Classroom	CREST EDG Training is designed to teach brokers/managers/office administrators how to enter and manage persons, listings, accounting, reports and daily company transactions within the CREST EDG Application. There are three courses offered and should be taken in consecutive order.
Customer Service Skills (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will learn important principles and skills that you can utilize as a remote customer service representative.
Defining the Issue of a Problem (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will learn how to analyze problems creatively and how to determine the real problem. You will be able to identify both analytical and creative ways to solve problems. You will identify four barriers to creative thinking as well as learn the rules and steps involved in brainstorming. In addition, you will learn about Occam's Razor and how this technique can help you identify a broad problem area, clarify a problem statement, and determine if a problem is worth solving.

Delegating (Second Edition)	\$0.00	Brokers/Managers/Experienced Agents	Online, Self-Paced	This course is intended primarily for entry-level managers and team leaders who need to develop effective delegation skills. All good leaders need to delegate, because the alternative is to do all the work tasks alone. The essence of leadership is to assign tasks to others and direct their progress so that the other individuals can excel. This course will lead you through the three basic steps of delegation: identifying the task, assigning the task, and assuring positive results. Along the way, you'll learn skills and techniques to ensure that your delegation is effective and appropriate, including defining the results you desire, discussing the delegation with the employee, monitoring progress, and assessing outcomes. Good delegation is a win-win-win: a win for you, because you demonstrate effective leadership; a win for the employee who takes on interesting and challenging job tasks; and a win for your organization, because effective delegation enhances overall productivity.
Developing and Implementing a Strategic Plan (Includes Simulation)	\$0.00	Brokers/Managers/Experienced Agents	Online, Self-Paced	This course will provide you with a process for developing a clear understanding of your business's culture, operations, and market position, while facilitating the development of a strategic blueprint for gaining the competitive advantage necessary for your business's success now and in the future.
Developing and Leading an Effective Team (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.
Direct Marketing Resource Center	\$0.00	Everyone	Virtual Classroom	Direct Marketing Resource Center (DMRC) will help you reach and follow-up with every one of your prospects and customers. To effectively connect with consumers, you need high-quality, branded direct marketing materials that arrive in your customer's preferred format, and discuss the issues that matter to them. Customer loyalty programs are the heart and soul of your business and by building and nurturing your current and past customer base, you ensure that your business will prosper. This introductory session will teach you the benefits as well as the 'how to' of DMRC so that you can start using it immediately. Agent and Administrator usage will be discussed. Don't miss out! Learn about this innovative marketing program!
DirectAccess: Powered by ERA® LeadRouter™ Agent Training	\$0.00	Everyone	Online, Self-Paced	Unlocking LeadRouter (Advanced Agents) This Agent session will help agents learn to use the extra features of LeadRouter like emailing to prospects, creating and sorting groups, personal follow up dates and other organizational features that agents leverage LeadRouter as their personal contact management system. (Not a basic overview course: experienced users only.)
DirectAccess: Powered by ERA® LeadRouter™ Management Training	\$0.00	Brokers/Managers	Online, Self-Paced	This session is for managers and administrators looking for ways to use LeadRouter to identify and improve lead conversion efforts for their office or company. Examine lead trends, including incubation activities by agents, dead/bogus ration and other key areas found inside the extensive LeadRouter reports. Learn to quickly examine the key performance indicators in reports and interpret them to modify your training, coaching or monitoring strategies for managers and agents.
Discharging Employees (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers who want to deal professionally and productively with the need to terminate an employee's employment. Discharging an employee is one of the most painful tasks that can arise in any business environment. This course takes you through each step in the process so that you have the skills to deal with the challenge effectively. You'll see how to identify the need for termination so that you feel confident in the decision. Then, you'll learn to prepare for the discharge, and the techniques you can use to ensure that you handle the discharge interview with both clarity and an appropriate level of empathy. Termination should be a last resort, but sometimes it is the best thing to do for both the organization and the individual. As a manager, if you prepare to handle this difficult process with professionalism and grace, you can meet your legal and organizational obligations while both maintaining cordial relations with those who leave
Disciplining and Redirecting Employees (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended primarily for entry-level managers and team leaders who need to discipline and redirect employees in an effective and professional way. The idea of correcting someone's performance or disciplining a colleague can be a painful or daunting task for many managers. But you can't be a good leader if you don't give your team a path to follow, and that includes correcting them if they stray off the path. This course will show you effective and professional ways to discipline and redirect employees. You'll see how to identify problems, communicate your expectations to the employee directly but respectfully, and how to pursue and bring closure to the discipline process. Appropriate discipline techniques can turn a problem situation into an opportunity for improved performance and increased job satisfaction for the employee, as well as a productivity improvement for your team.
Diversity in the Workplace	\$0.00	Everyone	Video	Learn how workplace diversity can be a great asset to your office and clients.
Double Your Sales	\$0.00	Everyone	Video	This video will show you some useful ways to make more money
Driving Dollars to Your Business in 30 Days	\$0.00	Everyone	Live Classroom	This live event is designed to get agents and brokers alike up-to-speed on this adjusted market and how to make some money in it.
Dynamic Business Presentations (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In business meetings, you have suffered through presentations with slides packed with too much information and distracting graphics. You've been lulled to sleep by speakers droning on in a monotone voice, and you've also found that your notes from meetings can later seem inadequate. By structuring your ideas and developing effective visual aids, you can create more powerful presentations.
eBuyer	\$99.00	Everyone	Virtual Classroom	Students in this course focus on understanding Internet-savvy buyers and preparing themselves to transact business with this emerging market segment. As real estate professionals, we must face these new competitive realities proactively, and the e-Buyer course was developed to tackle that challenge head on.
Effective Business Writing (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. In this course, you will analyze your audience and organize your writing to make it as effective as possible.
Effective Management: Communicating Successfully (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the skills and behaviors needed to successfully communicate as a manager.
Effective Management: Creating Successful Solutions (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the skills and behaviors needed to successfully create solutions as a manager.
Effective Management: Cultivating Great Teams (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the skills and behaviors needed to successfully cultivate teams as a manager.
Effective Management: Developing as a Manager (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the skills and behaviors needed to successfully develop your skills as a manager.
Effective Management: Empowering Your Workgroup (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the skills and behaviors needed to successfully empower as a manager.
Effective Time Management for You (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will identify strategies for improving your use of time. You will identify elements of your personal work style that contribute to your effective use of time, assemble a collection of time-management tools and strategies that you can use to take control of your time, and create an action plan to guide your time-management process.
Effectively Working the Hispanic Market	\$0.00	Everyone	Video	Hispanics will be the largest home-buying force in years to come. Don't let his opportunity pass you and your office by, but capitalize on this marketing demographic.
EMRS Designation: Serving the Military Client	Free to NMBN \$89 for non NMBN	Everyone	Online, Self-Paced	This course gives agents the tools necessary to provide quality real estate services to military families. In passing the exam provided at the end of the course an EMRS Designation will be received
ERA Broker Distinction	\$29.00	Brokers/Managers	Virtual Classroom	There is no need to search for the 'magic solution' for profits – the answer is within your own company! Let us show you how with ERA Broker Distinction. This course shows Brokers how to leverage the ERA tools and services to increase their bottom line. In just four, 90 minute virtual classroom sessions over 2 weeks, you will discover the wealth of industry-leading programs available to set your company apart from the competition. The convenience of this virtual classroom allows you to participate in the class and continue with your day to day business activities.

ERA Distinction	\$29.00	Everyone	Virtual Classroom	The ERA® Distinction is designed for associates who want to leverage ERA® tools and services to take their business to the next level. Discover the core ERA® products that can set you apart from your competition. This course is delivered in six 90-minute sessions over a two-week period of time so that you are never out of touch with your current buyers and sellers.
ERA Referral Network Agent Training	\$0.00	Agents	Virtual Classroom	The ERA® Referral Network strongly recommends agents be given access to the network. This course is compactly designed to focus on the specific functionality available to agents within the system. They will learn in-depth information about how to send referrals electronically via the Internet, close a referral, manage the diary, and set reminders in their own "to-do" list.
ERA Referral Network Certification	\$0.00	Everyone	Virtual Classroom	All ERA® companies are required to have a Designated Referral Coordinator complete at no cost the ERA® Referral Network training session to maintain their active status in the ERA® Referral Network. This one-hour virtual training session fulfills this obligation. The goal of this initiative is to increase franchisees growth, revenue and customer satisfaction when dealing with referrals.
Excel 2003: Analyzing and Managing Data	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 2003: Collaborating with Workbooks	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 2003: Formatting Excel	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 2003: Manipulating Workbooks	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 2003: Working with Existing Workbooks	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 2003: Writing Formulas	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 7.0: Advanced	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Excel 7.0: Introduction	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Exclusively by Referral	\$0.00	Everyone	Video	If your buyers and sellers are treating you poorly does that make you enthusiastic about listing and selling their home? How would you like to create "raving fans" from your current client base? Ed Hatch takes you through the steps necessary to generate a "raving fan" client base from his techniques of relationship selling.
Exploding Your Listing Inventory through Foreclosure Properties	\$0.00	Everyone	Video	Foreclosures are EVERYWHERE, learn how to increase your inventory and master the short sale.
FHA – The Loan You Need to Know	\$0.00	Everyone	Live Classroom	This course covers the basics of FHA Financing. As the market has changed and mortgages are tougher to obtain, the FHA loan can be a solution but you need to know the details. We will cover the features of an FHA loan and the benefits to the consumer as well as the agent.
Financial Basics for Non-Financial Managers (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	Managers must know how to interpret and understand financial information and use standard reporting tools in order to make sound fiscal planning decisions.
Financial Performance Essentials (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	In this course, you will explore the essentials of financial performance, including income statements, balance sheets, and cash flow statements. You will also examine trends and analyses in financial performance.
Finding Resolution Through Negotiation (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	You will explore the skills, techniques, and methods needed to negotiate a resolution.
First Steps Towards Strategic Planning (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	This course will provide you with a process for developing a clear understanding of your organization's current and desired state, its operations and market position.
FrontPage 2003: Creating a Basic Web Page	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
FrontPage 2003: Creating an Interactive Web Page	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
FrontPage 2003: Enhancing WebPages	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
FrontPage 2003: Managing a Web Page	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
FrontPage 2003: Structuring and Publishing a Web Page	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Full Fee Listings are a Game of Confidence	\$0.00	Everyone	Video	This fast paced course by Full Fee Coach and listings guru Peter J. Sobek promises to inoculate you with a mega-dose of confidence and empower you to commit to full fees in any market.
Generations Workshop	\$0.00	Everyone	Live Classroom	This live session will show you how to effectively work with all the major generations, because we are all not the same.
Get The Most Out of Your Meetings (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Highly developed listening skills allow you to interact with your coworkers in flexible and creative ways. In listening well and taking careful notes, you can improve your ability to collaborate on projects and participate fully in meetings.
Getting the Most Out of Your Day (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will learn how to develop SMART goals, break time barriers, and focus on what is important. You will learn how to pinpoint the benefits of time management, and identify guidelines for defining your goals. In addition, you will learn how to avoid procrastination, minimize interruptions, and avoid perfectionist tendencies. Finally, you will identify steps that convert goals into prioritized tasks, define ways to schedule effectively, and implement a prioritized task list.
Gold Star Properties - Maximizing the Salability of Your Listings	\$0.00	Brokers/Managers	Virtual Classroom	During this session, you will master the skills needed to effectively communicate the benefits of Gold Star Property. The program provides you with strategies that enable you to attract more buyers to your listings while at the same time providing valuable information to your clients on how to prepare their home to sell faster and/or for more money. In today's marketplace, this benefit provides an opportunity to increase sales on each side of the transaction. In a buyer's market, the program is positioned to meet the challenges of longer days on the market and reduced buyer populations. However, in a seller's market, it is positioned to give the listing the extra edge it needs to receive multiple offers above asking price. Adding staging as a suggested component provides sellers with additional cutting edge tools, techniques, and the know-how to achieve faster results.
Grammar Essentials	\$0.00	Everyone	Online, Self-Paced	Correct grammar and a refined, concise writing style can help you clearly articulate your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports. In this course, you will review the rules of grammar and refine your grammar usage for your professional life.
Handling Objections	\$0.00	Everyone	Online, Self-Paced	This course provides a realistic scenario as possible to the objections you will face when giving a listing presentation. The purpose of this course is to help you develop a 5-step process to handle any objection. The answers used in this course are not intended to be the only answer for each objection; they are only intended to be one of the options that could be used.
Healthy Wealthy and Wise	\$0.00	Everyone	Video	Learn how a few simple habits can make you very successful.
How Smart Realtors Build Personal Wealth	\$0.00	Everyone	Video	Realtors build their wealth in real estate. Learn the skill the professionals use to invest wisely in real estate.
How to Beat Your Competition Without Cutting Your Commission	\$0.00	Brokers/Managers	Video	In the current market of discount commissions, discount brokers and discount real estate agencies Dan Elzer reveals the strategies needed to compete without having to cut your commission. Dan Elzer illustrates the steps necessary, the formulas needed and the attitude you must have to overcome these objections in today's market.
How to Increase Your Production Step By Step	\$0.00	Everyone	Video	A systematic approach to increasing your production.
How to Protect Your Commission	\$0.00	Everyone	Video	Everybody wants something for nothing. Learn how to effectively prove you are worth every penny you charge.
Implementation	\$0.00	Brokers/Managers	Live Classroom	This program is held in Parsippany, NJ and introduces new ERA® Teammates to the ERA® system of doing business. It is a workshop led by outstanding ERA® Member Brokers from around the nation on Marketing Strategy, Financial Business Planning, Selective Recruiting, and Human Resources Management. ERA® staff personnel present basic information about the ERA® marketing system, Team ERA® corporate culture, national advertising, public relations, recognition programs, and how to implement the use of ERA® products and services in the local Member Broker office.

Innovative Marketing	\$150.00	Everyone	Virtual Classroom	Structured to inspire novel marketing approaches to create a personal "brand," this course encourages students to look everywhere for differentiating marketing opportunities that grab the attention of buyers. With buyer representation now in the mainstream of the real estate profession, this course addresses marketing for the buyer's representative with the buyer's interest in mind.
Integrating Your Business Systems With Microsoft® Office Professional Edition 2003	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about integrating the Microsoft Office Suite into your business. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Integrity Coaching®	\$0.00	Brokers/Managers/Experienced Agents	Live Classroom	This course is for sales managers who would like to increase productivity by an average of 20%. In it, sales managers learn a five step coaching process, and meet weekly for six weeks to report on their progress and learn from other managers. The program addresses the four core traits we see in all highly successful people. These four core traits are: Goal Clarity, High Achievement Drive, Strong Emotional Intelligence, Excellent Social Skills. Integrity Coaching® is a powerful process for developing these four core traits in salespeople. It's important to note that these four success factors can't be intellectually learned, but can only be experientially developed with quality coaching.
Intercultural Business Etiquette (Second Edition)	\$0.00	Everyone	Online, Self-Paced	Doing business respectfully and effectively with people from other countries and cultures is a must in our global workplace. In this course you will identify various skills to address intercultural business etiquette.
International Collection Program	\$0.00	Agents	Live Classroom/Virtual Classroom	This new, intensive luxury home marketing training (offered at IBC and Beyond Excellence as well as quarterly online via WebEx) was developed in conjunction with Laurie Moore-Moore and The Institute for Luxury Home Marketing. It will help you obtain the materials, knowledge and credentials you need to excel in this specialized market. It will also help sales professionals who currently work in the upper tier to move to the next level or those sales professionals who are just beginning to target the luxury home market. Training is synonymous with becoming a member of the International Collection and the one-time \$139.00 training fee serves as the first year membership dues.
Interviewing Job Candidates (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	Matching the right candidate with the job is a critical function for any supervisor. Managers must learn simple guidelines for evaluating the organization's needs, assessing the candidates' skills and experience, and effectively preparing for and conducting the interview process.
Introduction to Real Estate Analysis	\$0.00	Everyone	Video	Get started analyzing your office in all areas of real estate.
Introduction to TeamERA.com	\$0.00	Everyone	Online, Self-Paced	Overview of the basics of the TeamERA.com site – navigation, site tools, contents. Marketing Excellence with TeamERA.com
Investigating the Problem (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	In this course, you will learn how to use investigative tools, gather evidence, and interpret data. You will get an overview of problem analysis and examine helpful tools such as Fishbone and Six Word diagrams. In addition, you will compare facts with opinions and learn about the types of check sheets and how to use them. You will also identify how much data you need when gathering evidence. Finally, you will learn how to interpret data using Pareto charts and histograms.
Leadership Academy	\$0.00	Brokers/Managers	Virtual Classroom	Brokers and/or managers who want to learn the knowledge, attitudes, tools, and techniques to control their business and increase its value, articulate that value to sales associates, and lead their organizations toward greater profitability. Throughout this seven-month course, brokers examine their businesses through a prism of leadership and strategic thinking. A blend of live and virtual classrooms allows brokers to interact with industry experts and each other as they work in their own businesses to apply the process of strategic planning and execution.
Leadership Everyday	\$0.00	Brokers/Managers	Video	This video will show you some useful ways to properly lead.
Leading Change in Today's Market	\$10.00	Everyone	Live Classroom	How to Ensure Success on Every Appointment Positioning – Techniques to Sell Your Listings Quickly Promotion – "Web Optimization" and "On-line Marketing Services" PLUS – Vendors, Door Prizes, and a Continental Breakfast
Leading Effective Meetings (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended primarily for entry-level managers who need to conduct meetings in an effective and professional manner. Although many professionals may decry the amount of time spent in work-related meetings, meetings remain a fact of professional life. And, when well run, meetings can be one of the most efficient and effective ways to disseminate information, share a vision, set goals and objectives, resolve problems, and enhance team dynamics. In this course, you'll learn strategies and techniques for running meetings well. You'll see how to plan a road map for your meeting. You'll learn skills for conducting the meeting smoothly, including promoting appropriate participation while managing disruptions. And, you'll confirm the results of your meeting by assigning action items, debriefing participants, and learning from the experience to produce continuous improvement.
Leading Effective Teams (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended primarily for entry-level managers who need to lead teams effectively. The essence of management is leadership of others. Excellent managers know how to lead their teams so that they can achieve the organization's goals productively. You will see how to make your team results-focused by establishing and measuring performance goals and managing team resources. You'll create structure for the group by defining roles and responsibilities and providing operating guidelines. And you'll build effective teamwork by promoting positive relationships, modeling good communications skills, and supporting your team members within the organization. A team leader who can get things done and make team members feel great about it is an asset to any organization, so acquiring these team leadership skills can enhance your career in any environment.
Leading Your Team to Business Results (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Once you have developed basic leadership skills, you will learn to put those skills into practice to achieve business results. In this course, you will learn to lead culturally diverse teams, negotiate conflict, and establish a team vision.
Learn How to Learn Online	\$0.00	Everyone	Virtual Classroom	This course will give you a quick overview of eCampus, by showing you the simplicity and effectiveness of online learning. You will learn how to register and access courses with ease. Plus, gain a better understanding of the benefits and value of eCampus, the valuable resources which are at your finger tips.
Leverage ERA.com to Maximize Listing Exposure	\$0.00	Everyone	Virtual Classroom	Discuss tools that are used to enhance listings and create an exciting user experience on ERA.com.
Life Laws from a Life in Real Estate	\$0.00	Everyone	Video	Buddy West takes you through his experiences of creating a senior division. In this highly informational session Buddy explains the vital aspects of creating this division in your company. Buddy West covers specialized marketing, informational objectives, special interests that seniors have and helpful hints that will expand your possibilities in this growing area.
Listing Editor in Spanish	\$0.00	Everyone	Virtual Classroom	Consumers are using the Internet to begin their Real Estate search more and more every day. Make your listings stand out from the many listings available on the web by using an empowering tool, the My Listing Editor. Really impress your seller, grab the attention of a potential client and convince them to choose YOU to assist with their Real Estate transaction. This class will take you through each step of using the My Listing Editor tool. There will also be instruction on how to record your voice and post it to your listing. Don't miss out on this opportunity to learn about how to make your listings shine! There will also be some helpful tips and plenty of opportunities for you to ask questions.
Live It, Love It and Balance It!	\$0.00	Everyone	Video	To be successful in real estate requires keeping a balance of work, home and play. Kim has years of experience in balancing all these aspects of life. During this segment Kim will reveal to you many valuable tools that she uses to maintain a comfortable balance and to achieve success in all three areas.
Making Group Decisions (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	You will explore the process of making group decisions.
Making Team Decisions (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	This course provides a variety of tools for generating, evaluating, and selecting solutions in decision-making situations. Each lesson includes real-world case scenarios, providing learners with the opportunity to practice these techniques.
Making Wise Investment Decisions (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	In this course, you will examine decision points that support capital budgeting and explore how a range of techniques can be used to conduct project evaluations.

Management Awareness Workshop	\$0.00	Everyone	Video	This video will help your management style become more aware.
Managing a Virtual Office (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	Technology is making it possible for employees to perform the same tasks from a remote location that they could if they were on site. Leaders must learn new skills and adapt past leadership behaviors to effectively manage a virtual office.
Managing Company Change (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers who want to deal professionally and productively with the inevitable forces of change in organizational environments. Change comes to every organization, and while employees may fear and resist the unknowns associated with change, they will always embrace change for the better. As a leader, your responsibility is to manage and implement change effectively so that your organization can maintain productivity and growth during transitional times. In this course, you'll learn how to anticipate and plan for change, and techniques you can use to deal with concerns and resistance through the transition period. Finally, you'll learn to ensure a positive outcome by demonstrating vision and commitment as you monitor your team's progress through the change period.
Managing Conflict (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will identify the important role that conflict management plays on the job and help resolve and redirect that energy to more useful purposes.
Managing Goal Achievement®	\$0.00	Brokers/Managers/Experienced Agents	Live Classroom	This course is a dynamic process, which helps people set and achieve higher goals, whatever those goals may be. It helps people first define clear goals and then work through the emotional blockages and limiting beliefs that tend to prevent them from reaching those goals. In this course, people learn to change self-beliefs and often achieve goals they never before thought possible.
Managing Innovation and Creativity (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore the innovative process. You will identify your role as a team leader and how to lead a creative team's idea to productivity.
Managing Peak Performance	\$0.00	Everyone	Video	Lead your agents into higher production, this video will show you how.
Managing Personal Stress (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended primarily for entry-level managers who need to recognize and manage their own personal stress in the workplace. Stress is simply an organism's response to change, and can arise from a variety of positive and negative factors. On the job, professional pressures, technological changes, workplace uncertainties, and personal concerns can cause negative stress and lead to stress-related illnesses. This course will show you simple and effective ways to control your workplace stress. You'll learn to understand and recognize the causes of stress, to develop a systematic approach to dealing with stress, and to implement an action plan to manage your stressors and monitor your progress in reducing the negative effects of stress. Effectively managing your own personal stress will help you as a manager to lead a healthier, more productive life, and to be able to contribute more effectively to the goals of your organization.
Managing Projects (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended primarily for entry-level managers, project managers, team leaders, and others who need to manage projects effectively. Project management is a fundamental business skill. By managing projects well, you'll get results that meet customer needs while promoting a healthy team climate. This course will provide you with the basic concepts, techniques, and skills that you will need to manage projects well in a variety of organizations. You'll learn to organize and plan your project, by establishing baselines, requirements, the work plan, and budget. You'll implement your work plan by leading and coordinating your team's efforts while ensuring that you are on track to satisfy the customer. And you'll learn to evaluate the results on an ongoing basis and address problems as they arise in order to assess and adjust performance throughout the project period. Strong project-management skills will serve your organization well and will be an asset to you throughout your probe
Marketing Excellence with TeamERA.com	\$0.00	Everyone	Virtual Classroom	Discuss tools on TeamERA.com that help with marketing and prospecting activities. Tools covered: Direct Marketing Resource Center, Quick Flyers, PR Fill in Tools, Online Advertiser
Mastering Cold Calls (Second Edition)	\$0.00	Everyone	Online, Self-Paced	Successful salespeople have identified strategies for mastering cold calls, including identifying the target audience, delivering a polished presentation, and moving towards resolution by closing the sale. In this course, you will examine these strategies.
Measuring Team Performance (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	A team's success is made possible through a series of well-defined milestones that allows them to focus on the targeted goal. This module introduces several methods to define performance metrics and establish documented feedback techniques to enable team members to track individual and collaborative achievements.
Microsoft® Office Access 2007: New Features	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2003: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2003: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2003: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2003: Level 4	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2007 New Features (First Look)	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2007: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2007: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2007: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Access 2007: Level 4	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Excel 2007 New Features (First Look)	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Excel® 2007: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Excel® 2007: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Excel® 2007: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Excel® 2007: New Features	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Outlook® 2003: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Outlook® 2003: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Outlook® 2003: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Outlook® 2007: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.

Microsoft® Office Outlook® 2007: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Outlook® 2007: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2003: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2003: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2007 New Features (First Look)	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2007: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2007: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office PowerPoint® 2007: New Features	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Word 2003: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Word 2003: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Word 2003: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Word 2007 New Features (First Look)	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
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Microsoft® Office Word 2007: Level 3	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Office Word 2007: New Features	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Publisher 2000: Introduction	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Publisher 2003: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Windows Vista: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Microsoft® Windows Vista: New Features	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Motivating Your Employees (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	In this course, you will identify the important role that motivation plays in keeping your employees working at high performance levels.
My Listing Editor	\$0.00	Everyone	Virtual Classroom	Consumers are using the Internet to begin their Real Estate search more and more every day. Make your listings stand out from the many listings available on the Web by using an empowering tool, the My Listing Editor. Really impress your seller, grab the attention of a potential client and convince them to choose YOU to assist with their Real Estate transaction. This class will take you through each step of using the My Listing Editor tool. There will also be instruction on how to record your voice and post it to your listing. Don't miss out on this opportunity to learn about how to make your listings shine! There will also be some helpful tips and plenty of opportunities for you to ask questions.
My Marketing Manager	\$0.00	Everyone	Online, Self-Paced	With over 56 million adult Americans accessing search sites each day, and 84 percent of homebuyers saying they used the Internet as an important part of their home buying and selection process in 2007, you have to have a Strong Web Presence. Learn how the Internet Advertising Purchaser, a part of My Marketing Manager: Powered by ERA, connects you to savvy homebuyers and sellers in your area and strengthens your Web presence through Internet advertising on sites including Google and Yahoo! This hour long training demonstrates how the Internet Advertising Purchaser will create and distribute your local advertising campaign to Google, Yahoo! and the three main Yellow Pages Internet Sites which combine to generate over \$7 million searches in the Real Estate headings each month. We'll demonstrate the very simple online order process and describe how My Marketing Manager sets up, manages, and optimizes your campaign and provides you with reporting on clicks, visits, emails, downloads and phone calls.
My PR Agent	\$0.00	Everyone	Online, Self-Paced	Please join us for an online training session on how to use My PR Agent, just one of the tools within My Marketing Manager powered by ERA. In this media-saturated world, leads do not come from advertising alone. Like an enthusiastic recommendation from a trusted friend, an effective public relations campaign builds a positive image of your organization through trusted sources like newspapers, magazines, TV, radio and the Web, and positions you as a leader in the market you serve. In this hour-long online training session, you'll learn more about the power of public relations and why you should be using PR as a part of your marketing mix. In the session, you will also learn how to use My PR Agent, and with a few simple steps you'll produce professional press releases, review and edit the media list that was pre-created for your office, and distribute press releases to these local media outlets.
NAR's Green Designation Core Course	\$295.00	Everyone	Online	
NAR's Green Designation Residential Elective Course	\$99.00	Everyone	Online	
Negotiating for the Sales Professional (Second Edition)	\$0.00	Everyone	Online, Self-Paced	Success rarely happens by accident. Rather, it is the result of careful planning and preparation. By being familiar with the skills of negotiation, you will become a more effective sales professional.
Negotiating Skills In Action (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	This course will offer you the skills necessary to negotiate successfully and follow through on the negotiations properly. It also offers the opportunity to learn how to negotiate in a variety of special circumstances.
New Business Models for a New Economy	\$0.00	Everyone	Video	This segment is an absolute must see for any realtor in today's market. Watch John Tuccillo as he takes you through the necessary concepts that, if implemented properly, will help your business adapt to the changing market of the new millennium.
New Home Trends	\$0.00	Everyone	Video	Dennis Walsh takes you on a information packed journey into the exciting developments and trends in new home construction today. Dennis covers every aspect that a realtor should know from new developments in construction to new demographic trends.
Office Administrator Training	\$0.00	Everyone	Virtual Classroom	The class will offer training and information on many of the marketing products available for ERA® offices on TeamERA.com, including Niche Marketing, ERA® Technology Products, PR & Communications and Advertising & Direct Marketing. The class will teach you how to make the most of the innovative and useful products available to help you manage your office and how to assist your broker in determining which products will be most useful for your specific needs.
Opportunity Management: Opportunity Qualification	\$0.00	Everyone	Video	Qualify opportunity situations. Get all relevant information about it in order to drive it through the sales cycle. Involve the right members of the sales team.
Outlook® 2003: Communicating, Customizing and Organizing	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Outlook® 2003: Managing your Schedule	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Outlook® 2003: Optimizing Outlook®	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.

Outlook® 2003: Organizing your Work	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Outlook® 2003: Working Offline and with Items	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Outlook® 2003: Working with Messages	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Performance Management (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	Performance management is style of management designed to encourage desired performance levels and to maintain a relationship with employees to sustain the desired performance levels. This course will provide you with the strategies of performance management that will enable you to improve employee performance.
Personal Financial Planning (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended primarily for entry-level managers and other professionals who need to manage their personal finances as they embark upon careers that will increase their financial worth. The need to think about finances and plan for the future is always present and increases in importance as a person grows older. Whether you're a novice or an expert, you'll want to improve and build upon what you already know. In this course, you will examine techniques for financial planning to secure your financial future. You'll start by learning how to understand your own financial situation, by budgeting, setting financial goals, and managing credit and debt prudently. You'll plan for the future by learning basic saving and investing concepts and techniques that will help you insure against undue risk and save your resources for big expenses and future goals.
Persuasive Business Writing (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. Trying to make sense of a disorganized email message can be frustrating given the number of emails you have to answer daily. In this course, you will analyze your audience, organize your writing, and employ effective persuasive techniques.
Planning and Controlling Budgets (Includes Simulation)	\$0.00	Brokers/Managers, Office Administrators	Online, Self-Paced	In this course, you will examine the benefits of budgeting and explore a range of commonly used budgets. You will also be introduced to the process of budget preparation and control.
Power Prospecting	\$0.00	Everyone	Online, Self-Paced	Getting your circle to work for you! Learn the Why/Who/ When/How of driving profit through your current and former satisfied customers and clients. Building profit through your circle is a great way to 'work smart.' In addition, this course will also teach you how to build, grow, and maintain an effective referral based business through the Business by Referral System. Visit the Select Service section on TeamERA.com to learn more about Business By Referral.
PowerPoint® 2003: Creating a Basic Presentation	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
PowerPoint® 2003: Delivering Presentations	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
PowerPoint® 2003: Modifying Presentations	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
PowerPoint® 2003: Working with Tables, Charts, and Diagrams	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
PowerPoint® 7.0: Introduction	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Preparing to Interview Job Candidates (Includes Simulation)	\$0.00	Brokers/Managers	Online, Self-Paced	In this course, you will learn how to prepare effectively for interviews, allowing you to get that new hire who will contribute to the success of your department and your company.
Preparing to Negotiate (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In preparing to negotiate, you will learn how to create a successful mindset and understand how to initiate a positive relationship with the other party before negotiating.
Presenting Your Ideas Effectively (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	Delivering your message to others - whether a large or small group - can be nerve-wracking. This module provides several tips and techniques to help you organize and present your ideas effectively. Appealing visual aids and other effective techniques are described to help you create a dynamic delivery style.
Prospecting Expired Listings	\$0.00	Everyone	Video	Tips on successfully prospecting expired listings.
Providing Effective Feedback (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended primarily for entry-level managers, supervisors, and team leaders who need to provide feedback to employees in an effective and professional way. Feedback is a powerful tool for motivating, mentoring, and guiding employees. As a manager, it is your responsibility to learn how feedback works and how you can use it to enhance your own performance and that of your employees. In this course, you will learn how to target specific areas to improve your use of feedback in the workplace. You'll learn the difference between effective and ineffective feedback, and how to use feedback wisely and productively. And, you'll learn how to develop a mutually supportive and open environment where feedback is welcomed, not feared. Well-targeted feedback that is communicated effectively leads to continual performance throughout an organization; if you can develop this skill, your management abilities will always be valued.
Qualifying Sales Prospects (Second Edition)	\$0.00	Everyone	Online, Self-Paced	To find customers, you must know how to qualify sales prospects. In this course you will identify various skills to effectively qualify prospects.
Quick Start	\$0.00	Agents	Virtual Classroom	This session is a practical walk-through of the products and services that will be of the greatest support to you as you become acclimated to everything ERA Real Estate has to offer. Together we can draw the map to your success by learning about TeamERA.com, ERA.com, My Listing Editor, ERA® Super Profile and other services available to you.
Raising Agent Productivity	\$0.00	Everyone	Video	Lead your agents into higher production, this video will show you how.
Realistic Time Management Goals (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	Mastering the skill and art of time management is a worthy goal. In this course, you will identify strategies for improving your use of time. You will identify some strategies for pursuing effective time-management skills, including defining your personal and professional goals and analyzing your energy allocation. You will focus on the strategies that will help you move forward with confidence as you use your time more effectively and pursue your goals and dreams.
Recognizing and Avoiding Burnout (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended primarily for entry-level managers who need to manage workplace stress to avoid the phenomenon known as "burnout." Stress is a natural part of both personal and professional life. Unfortunately, undue or uncontrolled stress can lead to burnout, and can cause effective and valuable managers to seek job change or career interruption. This can be damaging both to the burned-out individual, as well as to the organization that needs to bear the cost of replacing an otherwise talented and valuable contributor. This course will show you how you can turn stress to your advantage and avoid the burnout trap. You'll understand the emotional process that turns stress into burnout. You'll learn to recognize and pinpoint the signs of impending burnout so that you can be proactive in addressing it. And, most importantly, you'll see how to get your work life and personal attitudes back on track with practical approaches to ending burnout.
Recognizing and Managing Anger (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended primarily for entry-level managers who need to manage angry emotions as they naturally occur in the workplace. All humans are emotional creatures, and all our emotions, including anger, are normal and natural responses to different stimuli in our environment. However, when we express anger inappropriately or react to it too forcefully, it can lead to unprofessional behavior, poor communication, and damaged team relationships. This course will show you how to manage your anger and channel your negative emotional energy into effective behavior and outcomes. You'll learn the sources of anger and its roots in everyday situations. You'll learn to recognize the physical and emotional cues that trigger anger. And, most important, you'll develop skills to manage the angry emotions, express them appropriately, and use anger for positive ends.
Recognizing Employee Performance (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended for entry-level managers, supervisors, and team leaders who need to recognize employee performance in an effective and appropriate manner. Recognizing outstanding performance on the part of an employee or a team leader is one of the most pleasant duties leaders have in the workplace. Proper recognition can not only motivate individual employees and spur them to improve their performance even more, but it can also provide a model and goal for other team members to work towards. This course will show you the techniques you can apply to recognize employee achievements in a professional and appropriate manner. You'll learn how to gather the information you will need so that you can plan the best approach to recognition. You'll see how to develop and select the appropriate type of reward. And, most importantly, you'll see how to deliver the recognition effectively and with consistency, so that it is a positive experience for individuals as well as the whole team.

Recruit to Win	\$0.00	Brokers/Managers	Online, Self-Paced	Recruit, Recruit, Recruit. Every successful broker and manager knows that this is the key to success and growth in any market....but where do you begin and how do you build a successful recruiting plan? Now you have all the tools you need to recruit your way to profitability with 'Recruit to Win!' Enjoy this simulation based course while learning all the secrets to success from some of our most successful ERA brokers.
Recruiting and Office Management with ERA Technology	\$0.00	Everyone	Virtual Classroom	Discuss tools specifically targeting brokers and managers that help them recruit and manage the office.
Recruiting from and Avoiding Loss to 95-100% Companies	\$0.00	Brokers/Managers	Video	What do the other competitors really pay their agents? A 70/30 split might not really be in the agents favor. During this session find out how the other brokers payment schemes really work and how much the agent is really paying to work for them.
Recruiting Workshop	\$0.00	Brokers/Managers	Live Classroom	This live event will give you some quick tools to immediately implement in your recruiting practice.
Relocation Experience	\$0.00	Everyone	Live Classroom	ERA® Relocation Experience takes an in-depth look at obtaining and servicing referrals. You'll gain valuable information to effectively help you compete in the referral and corporate relocation arena. The course includes streaming video, printable forms, and interactive discussions. This course gives you the knowledge necessary to work with corporate transferees and other incoming referrals.
Relocation Management	\$0.00	Brokers/Managers/Relocation Managers	Live Classroom/Virtual Classroom	ERA® Relocation Management provides an in-depth study of the steps necessary to develop and manage a relocation department, which includes systems for the acquisition of business. This course is a requirement for earning the Certified Relocation Office (CRO) designation.
Resort and Second Home	\$150.00	Everyone	Virtual Classroom	This course is specifically designed to teach agents the knowledge and skills necessary to become specialists in the resort market. It includes an introduction on trends and issues affecting this market plus case studies and discussions on regional issues concerning our agents.
Risk Reduction for Buyers Agents	\$0.00	Everyone	Video	Learn how to reduce your risks as a buyer's agent.
Scoping Your Internet Project (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore Internet statistics and how to research data, select a web team, and create an e-marketing budget.
Selecting the Solution for a Problem (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will learn how to solve problems methodically, make group-based solutions, and analyze cost-benefit solutions. You will learn how to use tools such as Fishbone solutions and force-field analysis to create your solution. In addition, you will learn how to make group-based decisions using the modified Delphi approach, the swapping technique, and visualizing then verbalizing the solution. Finally, you will learn to recognize the components of cost and benefits and they can help you formulate an effective cost-benefit analysis.
Selecting Your Negotiation Strategy (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore negotiation strategies, such as the avoiding game, the accommodating game, the competing game, the collaborating game, and you will explore ethical and unethical negotiation behaviors.
Sellers Security Plan® (SSP) Training and Certification Exam	\$0.00	Everyone	Online, Self-Paced	The Sellers Security® Plan is a proven lead generating tool that provides a distinctive and unique brand identity for ERA®. Agents learn about recent changes made to this guaranteed sale program, how to position the SSP in all of their listing presentations, as well as reviewing the SSP application process from day one through day 180.
Senior Real Estate Specialist (SRES)	\$249.00	Everyone	Virtual Classroom	This designation is designed to educate Sales Associates and Brokers who want to meet the special needs and concerns of maturing Americans when buying or selling residential or investment properties. Graduates will be more qualified to help seniors make wise decisions about selling the family home, buying rental property or managing the capital gains and tax implications of owning real estate.
Setting Performance Goals and Expectations (Second Edition)	\$0.00	Brokers/Managers	Online, Self-Paced	This course is intended primarily for entry-level managers, supervisors, and team leaders who need to set and communicate performance goals to employees in an effective and professional way. Goal-selling for employees is an important management responsibility. After all, if your team doesn't know where it's going, how will it know how to get there? This course will help you develop a systematic approach to setting performance goals and expectations for employees. You'll see how to establish initial goals that relate to performance objectives and accommodate employee interests. You'll learn to review and refine your goals continuously, and how to communicate the objectives and behaviors that will help your employees succeed. And, to ensure success, you'll learn techniques that will help you analyze performance, provide appropriate feedback, coach, and review your employees' work so that their productivity and also job satisfaction can continually improve.
Seven Habits for Managers	\$0.00	Brokers/Managers	Live Classroom	This two-day workshop is designed to help managers and supervisors perform their roles effectively, this workshop will help you apply principles from Franklin Covey's "The 7 Habits of Highly Effective People" to create balance in a healthy, cohesive work environment.
Sexual Harassment Prevention	\$0.00	Everyone	Video	An ounce of prevention is worth a pound of cure. Get your office compliant and aware of unacceptable behavior.
Solving Problems Logically (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will examine the essential development phases that groups follow to become vibrant, effective, and dynamic teams.
Start Up for Real Estate	\$0.00	New Agents	Online, Self-Paced	ERA® Start-Up for Real Estate is designed for new Sales Associates. The course represents the first step.
Staying Sane in a Slowing Market	\$0.00	Everyone	Video	It's not the explosive real estate market many of us have grown comfortable with. Listings no longer sell in a day with multiple offers and inventory is on the rise. Selling real estate can be stressful in a sellers' market, and it's doubly so when the market is changing. Fortunately for you, Deb Agliano is here with a great big chill pill to ease your worries! A highly successful real estate professional no matter what the state of the market happens to be. Deb's presentation will administer a dose of sanity that's guaranteed to help you cope with a changing market.
Succeeding Through Teamwork in Business (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will explore ways to strengthen team communications through bettering your listening skills and interpretation of non-verbal cues. Using proven guidelines, you will identify approaches that can be used to work through challenging situations and to resolve team conflict. Finally, you will recognize ways to collaborate with individuals whose experiences and perspectives may be different than yours.
Succession Planning	\$0.00	Everyone	Video	Are you prepared for the issues you, your business associates or family members face upon succession? During this presentation Arnold Janofsky defines and describes many of the difficult subjects contained within this subject covers everything from tax planning, real estate planning, and legal issues during this informative presentation.
Super Profile - Enhancing Your Virtual Image	\$0.00	Everyone	Virtual Classroom	Consumers use the Internet to begin their Real Estate search more every day. Learn how to create a super profile page to enhance your virtual image on ERA.com. Grab your customer's attention with a mini Website that reflects your personal aesthetics, achievements and other information that entices a potential client to choose YOU to assist with their Real Estate transaction. This class takes you through each step of creating a super profile. Learn how to link a domain name to your super profile so you can point your customers directly to your profile page. There will also be some helpful tips and plenty of opportunities for you to ask questions.
Super Profile in Spanish	\$0.00	Everyone	Virtual Classroom	Consumers are using the Internet to begin their Real Estate search more and more every day. Learn how to create a super profile page to enhance your virtual image on ERA.COM. Grab your customer with a mini - website that reflects your personal aesthetic as well as achievements and other information that will entice a potential client to choose YOU to assist with their Real Estate transaction. This class will take you through each step of creating a super profile. There will also be instruction on how to link a domain name to your super profile so that you may point your customers directly to your profile page. There will also be some helpful tips and plenty of opportunities for you to ask questions.
Telephone Sales Skills (Second Edition)	\$0.00	Everyone	Online, Self-Paced	In this course, you will receive an overview on developing telephone sales skills.

The Art of Hiring Good Agents	\$0.00	Everyone	Video	You will learn tips and techniques on how to hire good agents and more importantly, how to retain them. Topics include service with a smile, money matters, retention, new agents versus experience agents and democratic dictatorships.
The Income Chain	\$0.00	Everyone	Video	The income chain approach to building your business is explained.
The Salability Rating	\$0.00	Everyone	Video	The Salability Rating explained.
The Three Dimensions of Our Mind	\$0.00	Everyone	Video	Unlock the three dimensions of your mind to become a more successful you.
Time Management (Second Edition)	\$0.00	Everyone	Online, Self-Paced	Do you feel like you're consistently putting out fires and never really accomplishing anything on your 'to do' list or moving toward your goals? How do you find the time to plan for the future and enjoy time off when there is only 24 hours in a day? This session provides very specific ways to change the way you plan and create the business and life you want. Time management is a process, not an impossible dream.
Today's eBuyer	\$0.00	Everyone	Video	More than 80% of Buyers & Sellers begin their search for homes, companies and agents on the Internet. Who is Today's eBuyer? They are not the same profile as they were even five years ago and they are not all the same. Learn how to capture and retain this valuable asset to your future business and differentiate yourself in a competitive marketplace.
TOP GUN	\$595.00	Experienced Agents	Live Classroom	The ERA® TOP GUN® Academy is the next level of training after ERA® AccelERAtion Training. The class builds on the areas of prospecting, presentations, and skill development, and shows new techniques to master working with Private Sellers, Expired Listings, and your Circle of Influence. The focus is to better understand the entire process needed to be a top associate.
Understanding and Using Contracts (Second Edition)	\$0.00	Everyone	Online, Self-Paced	This course is intended for entry-level managers who need to understand and use contracts as part of their professional responsibilities. Most professionals will have some sort of business dealings on a contract basis at some point in their careers. If you've never worked with a contract, creating and understanding the contract document and the contract process can seem intimidating. However, a well-written and implemented contract is a benefit to both parties. This course will show you how to be comfortable working with contracts. You'll learn the basic skills and procedures involved in creating, changing, and terminating contracts, including learning the basic elements of a contract. You'll see how to avoid pitfalls by recognizing your contract obligations as well as when contract performance is excused. Finally, you'll see how to get positive results from a contract by creating win-win situations, reviewing contracts, and when necessary pursuing legal remedies.
Upromise	\$0.00	Everyone	Virtual Classroom	Upromise is an affinity partner who has joined with ERA® to help consumers save for their children's college educations. Upromise will bring new business to ERA® offices, generating additional revenue and significantly increasing market share.
Virtual Acceleration	\$139.00	Agents	Virtual Classroom	Experience the same curriculum as ERA® AccelERAtion, described above, in a different environment. ERA® Virtual AccelERAtion focuses on helping new ERA® sales associates develop the skills needed to build a long term, successful real estate career by focusing on the creation of a profitable listing inventory. ERA® Virtual AccelERAtion affords new sales associates an immediate training opportunity from the convenience of their home or office. There's no need to travel to a classroom, and you can begin practicing your new skills right away!
WebEx Train the Trainer	\$0.00	Everyone	Virtual Classroom	Designed for Brokers/Sales or Training Managers, this course demonstrates how to lead a virtual classroom session. At the completion of this course you will be able to lead a virtual classroom for recruiting, sales meetings, training sessions and even Broker Council meetings!
Windows SharePoint Services Administration	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Windows SharePoint Services Installation	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Windows SharePoint Services Web Workspace	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Windows SharePoint Services: Building Collaborative Solutions with Team Web Sites	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Wonderful World of Resort and 2nd Home Real Estate	\$0.00	Everyone	Video	Do you ever wonder how to advise your clients on building wealth through real estate investments and second homes. John Tuccillo explains the demographics and the benefits to a method on building wealth through investment properties.
Word 2003: Controlling Document Information	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Creating Basic Documents	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Creating Document Templates	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Formatting Documents	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Graphic Elements in Documents	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Making Documents More Readable	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Making Information Accessible	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 2003: Working with Tables and Data	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 7.0: Level 1	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Word 7.0: Level 2	\$0.00	Everyone	Online, Self-Paced	Everything you need to know about Microsoft tools, from creating a presentation to creating formulas. eCampus offers classes on all the common Microsoft tools use to help you work and communicate effectively.
Working with Buyers	\$0.00	Everyone	Online, Self-Paced	Buyers are more valuable than ever. And just like listing a seller, an Exclusive Buyer Agency Contract allows you to list a buyer. Listing the buyer benefits you and the buyer by establishing a cooperative relationship between you. And it establishes an agreement that allows you to fully represent the buyer. In this highly interactive course you'll be armed with all the tools you'll need to confidently List Your Buyers.
Working With Difficult People (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	You will explore how to work with difficult people, respond to changes, and cope with continued conflict.
Working with Your Customers using ERA Technology Tools	\$0.00	Everyone	Virtual Classroom	Discuss tools that you can use to work with buyers and sellers for better listing presentation and building better relationships.
Writing Effective Emails (Includes Simulation)	\$0.00	Everyone	Online, Self-Paced	In this course, you will analyze your audience and organize your writing to create coherent and professional emails and Instant Messages. This course is for individuals who need to write clearly and concisely in a professional environment.