



# Transforming Difficult Situations into Profitable Deals

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

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

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

## Registration:

Class Fee: \$145.00

CRS Members: \$125.00

Group of 4 or more: \$125.00 (*Use discount code: Group*)

Networking luncheon included. Payment required to hold seats.

Student books will be emailed to participants prior to the class and will not be printed.

## Educational Credit:

Individuals who take this course will earn 8 CRS Education course credits toward the CRS Designation. Clock hours: 8 WA | 7.5 OR | 7 ID

**Cancellation Policy:** RRC, RRC States and licensees reserves the right to cancel any scheduled course. If a course is cancelled, you will be notified via e-mail or phone and will be given a full refund. RRC, RRC States, and licensees are not responsible for any expenses incurred by the registrant due to cancellation. Class cancellations will be accepted until one week prior to the event. Cancellations will be refunded minus a \$25 administrative fee. No refund for no shows.

## Instructor Mike Selvaggio, CRS



Mike Selvaggio, CRS has been in the real estate business since 1975. He is an active REALTOR® in Delaware and Pennsylvania, the broker/owner of Delaware Homes, Inc. and served as the 2008 National President of CRS. Selvaggio has published several articles and marketing ideas that not only work, but have been "field tested," to students. His website is MikeMyCoach.com

## Course Sponsor:



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**March 20, 2019**

**8:30 am – 5:00 pm**

## Presented by:

Yakima Washington Association of REALTORS® and Washington RRC

## Course location:

Englewood Christian Church  
511 N. 44th Ave  
Yakima, WA 98908

## Register Online:

[tinyurl.com/TransformSituations](http://tinyurl.com/TransformSituations)

## Questions?

Contact Darlene at (360) 901-0307

Or [darlene@stouderhomes.com](mailto:darlene@stouderhomes.com)

## About

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

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

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

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[CRS.com](http://CRS.com)

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<https://tinyurl.com/TransformSituations>