

CLEAR TO CLOSE

RRC ONE-DAY COURSE



Transforming Difficult Situations into Profitable Deals

Mike Selvaggio has been in the real estate business since 1975 and is broker owner of Delaware Homes, Inc. He was named REALTOR® of the Year in 1990 for the state of Delaware and has served as President of the Delaware Association of Realtors® and his local board. He thoroughly enjoys educational sessions while teaching as a Certified CRS Instructor and a master Ninja Selling Instructor. Serving as the 2008 National President of the Council of Residential Specialists has given him a great opportunity for national insight into the real estate profession. He is available to help REALTORS® and his clients with a goal of "Exceeding Expectations." <http://www.MikeMyCoach.com>



September 27, 2018
8:30 a.m. - 5 p.m.

(Registration starts at 8 a.m.)

Presented by:
**Greater Tulsa Association of
REALTORS® and Oklahoma RRC**

Course location:
HBA of Greater Tulsa
11545 E. 43rd St. Tulsa, Okla. 74146

**\$99 Spectacular Spring Savings
Deal!**

NOW through July 16, 2018

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

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

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

**Two early-bird specials give you two opportunities to \$AVE big on
Transforming Difficult Situations into Profitable Deals!**

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.

[Explore the paths you can take to earn the CRS designation](#)



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

