

Track: Leasing

DATE	COURSE	LOCATION	TIME	MEMBER FEE
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 5-6	National Apartment Leasing Professional Program – Days 1-2	Indianapolis	9:00AM – 5:00PM EST	\$410
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	National Apartment Leasing Professional Program – Day 3	Indianapolis	9:00AM – 5:00PM EST	\$410
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 12	Love ‘Em Don’t Lose ‘Em	South Bend	1:00PM – 4:00PM EST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
May 28	Webinar: Who Are You?	Online	10:00AM – 11:00AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE



June 17	Webinar: Leasing to the Decision-Maker	Online	10:00AM – 11:00AM EST	FREE
June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE
July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
September 16	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
October 7	Webinar: How Do You Speak?	Online	10:00AM – 11:00AM EST	FREE
October 27-29	National Apartment Leasing Professional Program via Zoom Webinar	Online	10:00AM – 5:00PM EST	\$410

Register online at [www.iaaonline.net](http://www.iaaonline.net) to enhance your expertise, increase your knowledge and network with Indiana’s housing leaders.

## Track: Assistant Property Management

DATE	COURSE	LOCATION	TIME	MEMBER FEE
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 5-6	Certified Apartment Manager Program – Days 1-2	Indianapolis	9:00AM – 5:00PM EST	\$1,250/\$275
March 10	The Middle Child of Multifamily	Evansville	9:00AM – 12:00PM CST	FREE
March 11	The Middle Child of Multifamily	Indianapolis	9:00AM – 12:00PM EST	FREE
March 12	The Middle Child of Multifamily	South Bend	9:00PM – 12:00PM EST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
May 28	Webinar: Who Are You?	Online	10:00AM – 11:00AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE
June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE



July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 9-10	Certified Apartment Manager Program – Days 3-4 via Zoom Webinar	Online	9:00AM – 5:00PM EST	\$1,250/\$275
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
July 23-24	Certified Apartment Manager Program – Days 5-6 via Zoom Webinar	Online	9:00AM – 5:00PM EST	\$1,250/\$275
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
September 16	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
October 7	Webinar: How Do You Speak?	Online	10:00AM – 11:00AM EST	FREE
October 26-30	CAM Slam	Indianapolis	9:00AM – 5:00PM EST	\$1,250
December 17-18	Through the Eyes of an Asset Manager (Two Day Course)	Indianapolis	11/12: 9:00AM – 12:00PM EST 11/13: 9:00AM – 5:00PM EST	FREE

Register online at [www.iaaonline.net](http://www.iaaonline.net) to enhance your expertise, increase your knowledge and network with Indiana’s housing leaders.

Track: Property Management

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 5-6	Certified Apartment Manager Program – Days 1-2	Indianapolis	9:00AM – 5:00PM EST	\$1,250/\$275
March 10	I Can't Compete with That! – Yes You Can	Evansville	1:00PM – 4:00PM CST	FREE
March 11	The Pointy End of the Spear: Lessons in Leadership	Indianapolis	1:00PM – 4:00PM EST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
May 28	Webinar: Who Are You?	Online	10:00AM – 11:00AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 9	Webinar: Disaster Preparedness	Online	10:00AM – 1:00PM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE
June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE



July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 9-10	Certified Apartment Manager Program – Days 3-4 via Zoom Webinar	Online	9:00AM – 5:00PM EST	\$1,250/\$275
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
July 23-24	Certified Apartment Manager Program – Days 5-6 via Zoom Webinar	Online	9:00AM – 5:00PM EST	\$1,250/\$275
August 11-12	Webinar: REAC Inspection Standards	Online	10:00AM – 12:00PM EST	FREE
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
September 16	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
September 18	R-410A Certification via Zoom Webinar	Online	9:30AM – 12:30PM EST	\$185
October 26-30	CAM Slam	Indianapolis	9:00AM – 5:00PM EST	\$1,250
December 8-9	LIHTC/HCCP Training	Indianapolis	9:00AM – 5:00PM EST	Varies
December 17-18	Through the Eyes of an Asset Manager (Two Day Course)	Indianapolis	11/12: 9:00AM – 12:00PM EST 11/13: 9:00AM – 5:00PM EST	FREE

Register online at [www.iaaonline.net](http://www.iaaonline.net) to enhance your expertise, increase your knowledge and network with Indiana’s housing leaders.

Track: Regional Supervisor

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 23	SAL Kick Off Reception	Indianapolis	5:30PM – 6:30PM EST	Included in SAL
January 24	SAL Workshop: Leadership Roadmap	Indianapolis	9:00AM – 12:00PM EST	\$500/\$700
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
February 28	SAL Workshop: Being an Emotionally Intelligent Leader	Indianapolis	9:00AM – 12:00PM EST	\$500/\$700
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 11	The Pointy End of the Spear: Lessons in Leadership	Indianapolis	1:00PM – 4:00PM EST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE



June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE
June 26	SAL Workshop: Deal With It! Handling Constant Change via Zoom Webinar	Online	9:00AM – 12:00PM EST	\$500/\$700
July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 17	SAL Workshop: Managing You is Killing Me! via Zoom Webinar	Online	9:00AM – 12:00PM EST	\$500/\$700
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
August 18-20	CAPS Express via Zoom Webinar	Online	9:00AM – 4:00PM EST	\$1,500
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
August 28	SAL Advanced Leadership Retreat	Rawhide Ranch	10:00AM – 5:00PM EST	
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
December 17-18	Through the Eyes of an Asset Manager (Two Day Course)	Indianapolis	11/12: 9:00AM – 12:00PM EST 11/13: 9:00AM – 5:00PM EST	FREE

Register online at [www.iaaonline.net](http://www.iaaonline.net) to enhance your expertise, increase your knowledge and network with Indiana’s housing leaders.



Track: Service

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION</u>	<u>TIME</u>	<u>MEMBER FEE</u>
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
January 30	EPA/CFC Certification Test Prep	Indianapolis	8:00AM – 4:00PM EST	\$150/\$94
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
February 26-27	Certified Pool Operator (CPO)	Indianapolis	9:00AM – 5:00PM EST	\$400
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
June 9	Webinar: Disaster Preparedness	Online	10:00AM – 1:00PM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE
July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course	Online	9:30AM – 10:30AM EST	FREE



	in Fair Housing Service Discrimination			
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
July 28-29	EPA/CFC Certification Test Prep via Zoom Webinar	Online	10:00AM – 2:00PM EST	\$150/\$94
August 11-12	Webinar: REAC Inspection Standards	Online	10:00AM – 12:00PM EST	FREE
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 2-3	CAMT: Maintenance/Electrical 201	Indianapolis	9:00AM – 4:00PM EST	\$1,060/\$300
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
September 16	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
September 18	R-410A Certification via Zoom Webinar	Online	9:30AM – 12:30PM EST	\$185
September 30 – October 2	CAMT: HVAC Maintenance 201	Indianapolis	9:00AM – 4:00PM EST	\$1,060/\$300
October 8-9	Certified Pool Operator (CPO) via Zoom Webinar	Online	9:00AM – 5:00PM EST	\$400
October 14-15	CAMT: Appliances 201	Indianapolis	9:00AM – 4:00PM EST	\$1,060/\$300
October 20	Webinar: Winterizing Your Property	Online	10:30AM – 12:00PM EST	FREE
October 23	EPA/CFC Certification Test Prep	Indianapolis	8:00AM – 4:00PM EST	\$150/\$94
November 4-5	CAMT: Plumbing Maintenance 201	Indianapolis	9:00AM – 4:00PM EST	\$1,060/\$300
November 19	CAMT: Interior/Exterior Maintenance 201	Indianapolis	9:00AM – 4:00PM EST	\$1,060/\$300
December 8-9	LIHTC/HCCP Training	Indianapolis	9:00AM – 5:00PM EST	Varies

Register online at [www.iaaonline.net](http://www.iaaonline.net) to enhance your expertise, increase your knowledge and network with Indiana's housing leaders.

Track: Marketing

DATE	COURSE	LOCATION	TIME	MEMBER FEE
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 10	I Can't Compete with That! – Yes You Can	Evansville	1:00PM – 4:00PM CST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
May 28	Webinar: Who Are You?	Online	10:00AM – 11:00AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE
June 17	Webinar: Leasing to the Decision-Maker	Online	10:00AM – 11:00AM EST	FREE
June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE
July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE
September 16	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
October 7	Webinar: How Do You Speak?	Online	10:00AM – 11:00AM EST	FREE

Track: Student Housing

DATE	COURSE	LOCATION	TIME	MEMBER FEE
January 28	Unarmed Response to Active Shooter Events	Indianapolis	9:00AM – 12:00PM EST	FREE
February 11	Unarmed Response to Active Shooter Events	Bloomington	9:00AM – 11:00AM EST	FREE
February 19	Unarmed Response to Active Shooter Events	South Bend	10:00AM – 12:00PM EST	FREE
February 20	Unarmed Response to Active Shooter Events	Merrillville	9:00AM – 11:00AM CST	FREE
February 25	Unarmed Response to Active Shooter Events	Lafayette	10:00AM – 12:00PM EST	FREE
March 5	Fair Housing = Good Business	Jeffersonville	10:30AM – 1:30PM EST	FREE
March 10	I Can't Compete with That! – Yes You Can	Evansville	1:00PM – 4:00PM CST	FREE
April 7	Webinar: Dealing with Difficult Situations During COVID-19	Online	10:00AM – 11:00AM EST	FREE
April 15	Webinar: Virtual Velocity	Online	10:00AM – 11:00AM EST	FREE
April 21	Webinar: 5 Steps to Delivering WOW Service	Online	10:00AM – 11:00AM EST	FREE
May 13	Webinar: Motivating Your Teams	Online	10:00AM – 11:15AM EST	FREE
June 4	Webinar: Making Social Media Work for You	Online	10:00AM – 11:00AM EST	FREE
June 10	Webinar: Basics of Fair Housing	Online	10:00AM – 11:30AM EST	FREE
June 11	Webinar: Fair Housing – Five Hot Topics for Experienced Housing Providers	Online	10:00AM – 11:30AM EST	FREE
June 17	Webinar: Leasing to the Decision-Maker	Online	10:00AM – 11:00AM EST	FREE
June 25	Webinar: SEO 101	Online	10:00AM – 11:00AM EST	FREE
July 7	Webinar: Fair Housing in a Flash	Online	9:30AM – 10:30AM EST	FREE
July 8	Webinar: Doggonit! Do I HAVE to Approve that Animal?	Online	9:30AM – 10:30AM EST	FREE
July 9	Webinar: When “Service” Goes Too Far: A Crash Course in Fair Housing Service Discrimination	Online	9:30AM – 10:30AM EST	FREE
July 22	Webinar: Train the Virtual Trainer	Online	10:00AM – 10:45AM EST	FREE
August 26	Train the Trainer	Indianapolis	9:00AM – 12:00PM EST	FREE
September 8	Webinar: Fair Housing: Bogus or Busted?	Online	10:00AM – 11:00AM EST	FREE