

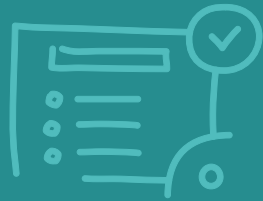
Is your business robbing itself as a result of poor staff training?

Test you and your team's knowledge by using our **FREE** skills matrix inside



How confident are you in your team's knowledge?

A skills and knowledge matrix helps managers to understand how to make the most of the skills and knowledge in their teams



Our skills and knowledge matrix tool can:

- Identify strengths and where there may be gaps
- Identify areas to guide staff development
- Define which training may be of use

If you would like further information or require additional copies of our skills matrix, please contact our training expert **Charlotte Jeffrey-Campbell**

GET IN TOUCH

E: charlotte@theableagent.co.uk

HOW TO USE THE MATRIX

- 1 Decide who is going to complete the matrix - the manager, the employee or both. There are pros and cons to whichever one you choose
- 2 Read the ranking system and come back to it when you are uncertain
- 3 Once completed, check does it make sense? Do the areas where the scores are high reflect where you excel and do the lowest scores match where you struggle?
- 4 Are the right people with the right skills and knowledge doing the right tasks?
- 5 Assign those with the most needs to The Able Agent® online training and do the skills matrix again in 6 months and see what has happened to the scores

RANKING SYSTEM

Score	Skill Level	Description
5 ★★★★★	Expert	<ul style="list-style-type: none">● Fully capable, experienced and knowledgeable● Sought for help by others● Needs no assistance● Seen as a subject expert
4 ★★★★	Capable	<ul style="list-style-type: none">● Capable and experienced● Demonstrates knowledge● Able to work independently with little help● Will be expert with more knowledge and time
3 ★★★	Adequate	<ul style="list-style-type: none">● Able to perform routine tasks● Has some direct experience● Unsure of knowledge● Needs help from time to time
2 ★★	Basic	<ul style="list-style-type: none">● Limited in knowledge● Cannot carry out critical tasks● Needs significant help from others
1 ★	Low/None	<ul style="list-style-type: none">● Little or no experience or knowledge● Requires full supervision

Knowledge & Skills Analysis

Name _____ Date completed by _____

GENERAL PROPERTY KNOWLEDGE

	★★★★★	★★★★★	★★★★★	★★★	★★	★
Membership bodies - redress schemes						★
The importance of notes						
Hot calling						
Applicant management						
Time management						
Empathy and trust						
Mastering phone skills						
Dealing with angry clients						
Handling abusive calls						
Writing a professional email						
Questioning skills						
Selling using features and benefits						
Overcoming objections						

Closing techniques						
Managing a well categorised applicant list						
Following up a new applicant						
Proactively generating viewings						
Viewing feedback						
Cross selling mortgages						
Cross selling conveyancing						
Dealing with investors						
Stamp duty						
Booking a perfect market appraisal						
Handling fee enquiries						
Consumer Protection Regulations 2008						
Cooling off period						
Data Protection Act / GDPR						
Equality Act 2010						
Health and safety						
Anti-money laundering						
Town & country planning – boards, permitted development						
Contract law						

Knowledge & Skills Analysis

ESTATE AGENCY

Private treaty	★★★★★	★★★★★	★★★★★	★★★★★	★★★	★★	★
Auction							
Tender							
Estate Agents Act 1979							
Referral fees guidance							
Negotiating a sale							
Encouraging and taking offers							
Informal tenders (best and final)							
Price reductions							
Vendor contact							
Gazumping and gazundering							
Understanding surveys							
Dealing with a tricky survey							
Retentions and down valuation							
Property searches							
Title and land registry							

Land law (Tenure/easements and covenants)							
Building regulations							
Party Wall Act							
Enquiries							
Managing a chain							
Testimonials and new business							

LETTINGS

Housing Act – landlord and tenant obligations	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★	★★	★
Assured shorthold tenancy								
Deposit legislation								
Property safety								
Homes (Fitness for Human Habitation Act 2018)								
Non-Housing Act tenancies								
Joint and several liability								
EPC and minimum standards								
HHSRS								

The Able Agent® is the most comprehensive, sales-focused training platform currently available for both estate and letting agents

Win a year's FREE subscription*

Test your team's skills further with our online skills quiz



Time saving



Cost effective

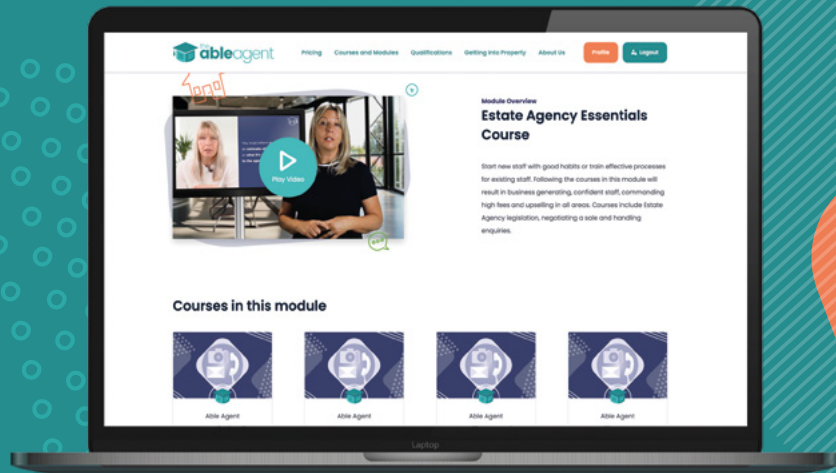


Video based



Accredited

SCAN ME and take our quiz



*Take our quiz and be in with a chance of winning a FREE year's subscription for one user to The Able Agent

theableagent.co.uk

Alternatively you can visit:
theableagent.co.uk/1/agent-rainmaker-swag-quiz

Overview

Available fully online across mobile and desktop, Able Agent is an affordable monthly subscription training service. With accompanying Level 3 Ofqual Regulated property qualification CePAP® Certificate in Property Advice and Practice

2020

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MODULES

Covering

- New Starter Induction
 - Estate Agency Essentials
 - Letting Essentials
 - Legal Compliance
 - Sales Skills & Customer Service
- Specialisms such as:
- Auction
 - Property Management
 - Sales Progression
 - Guest Expert Industry Courses

EBOOKS INCLUDING ONLINE TESTS

To support our video learning, there are eBooks and online tests to cater for different learning styles and to embed knowledge further. Learners can monitor their progress and download certificates from their own profile area

83%

of online learning happens during the working week

According to LinkedIn

150

ANIMATED VIDEO LESSONS

Our in-house team are experts in the development of videos & animation, producing flexible micro lessons to work around your team's schedule



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COURSES

...and growing!

Our online course catalogue is continually developing, providing new knowledge and value on a monthly basis to keep your team up to date and develop new skills



GET IN TOUCH

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