



Case study: Building a structured learning pathway for property managers

For organisations managing large, client-facing teams, **ad hoc training rarely delivers lasting results**. For one leading commercial property group, the answer was a structured, seven-day learning pathway, built in close partnership with Odyssey Training and designed to develop the productivity and people skills their property managers needed most.

THE CHALLENGE

The client's **in-house Human Resources team** wanted to move beyond one-off training and provide property managers with a **structured learning pathway**, one that would build capability progressively and equip their people to deal more effectively with both internal and external clients.

Their key priorities included:

- Providing a **structured, sequential approach** to learning
- Building **productivity and people skills** across the team
- Developing capability for managing **internal and external client relationships**
- Ensuring training was **developed, delivered and evaluated** with ongoing support

THE SOLUTION

Odyssey Training worked closely with the client's **HR team** to develop, deliver, and evaluate a **seven-day learning pathway program** tailored specifically for property managers.

The pathway covered:

- **Day 1** Program Kick-off, delivered by the in-house team
- **Day 2** Building Relationships through Effective Communication
- **Day 3** Professional Business Writing
- **Day 4** Conducting Productive Meetings
- **Day 5** Managing Challenging Situations and Difficult Behaviours
- **Day 6** Developing Customer Partnerships
- **Day 7** Assertive Negotiation to Promote Business Partnerships

Each day built on the last, creating a **progressive learning experience** rather than a series of disconnected sessions.

WHAT MADE THE TRAINING EFFECTIVE

The success of this program came down to **how it was built** as much as what it covered.

Rather than delivering an off-the-shelf solution, Odyssey Training consultants worked **side by side with the client's HR team** from the outset, developing content that reflected the realities of the property managers' roles, evaluating outcomes at each stage, and refining the program to ensure it continued to deliver results.

This **collaborative, ongoing approach** meant the program remained relevant, practical, and directly aligned to the organisation's goals throughout.



By **SGS**

THE RESULTS

The program delivered strong results from the outset, strong enough that the client made a decision that speaks for itself: **the program was expanded from Sydney to the client's Auckland division.**

Odyssey Training also continued to support the broader organisation, delivering a **range of additional courses for staff across Australia.**

THE OUTCOME

A training program that expands internationally is one of the clearest signs of success. For this commercial property group, a **structured, collaborative learning pathway** didn't just build skills, it delivered results consistent enough to roll out across borders.

By partnering with Odyssey Training, the organisation gave their property managers the tools to **work more productively, communicate more effectively, and manage client relationships with greater confidence.**

ABOUT THE CLIENT

Our client is a **commercial property group** operating in the Finance, Legal and Professional Services sector.

Looking to build a structured learning pathway for your team?

For more information, visit www.odysseytraining.com.au or talk to our team:

- **Phone:** 1300 793 951
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