# The Cutting Edge



CourseCreators.Com



# Welcome To A Course Creators Presentation



# Welcome to the World of Course Creators

- Experential Journey in Learning
- Brand NEW Classes
- Lots of Discussions
- Creation of Skill Based Learning
   Modules
- Collective Power & Theme to It All

## Out On The Cutting Edge of Education



#### Where I Get It Links & Resources



We believe in a classroom without walls. Today's technology means that your education does not and should not start and end at a doorway. One thing for certain we have learned from over 20,000 hours in the classroom is that people sometimes learn best at their own pace on their own time.

Visit the Classroom Without Walls Course Creators.Com under Presentations



See the PowerPoint Slides for This Class CourseCreators.Com under Presentations





### Get On Board



Trends in Real Estate

The
2011
TAR
Cruise



CourseCreators.Com





### A Tremendous Resource







HOME - ABOUTUS - CONTACT - EVENTS - PRODUCTS - CONSULTING - LIBRARY - ANALYTICS

#### LATEST UPDATE

February 6, 2011

Lone Wolf Real Estate Technologies Announce Partnership

Zillow and Yahoo! Real Estate Announce Joint Venture

New Technology Makes Relocation Simple

Parker Real Estate Professionals Joins With Century 21

HomeServices of America, Inc. Announces Acquisition

Sotheby's International Realty Brand Extends Reach in NY

more updates

SUBSCRIBE TO UPDATES







#### REAL TRENDS BLOG

#### Feb 2011

What the Heck is a QR Code?

What is Real Estate Coaching and How can it Benefit Me?

Its Rating Season!

#### Jan 2011

5 Ways to Reach Global Buyers and Investors

11 Strategies to Make 2011 Your Best Year Ever

Get Your Mobile Apps Now!

How to Use Craigslist to Generate Phone Calls

6 Attitudes of Top Real Estate Professionals

SUBSCRIBE TO BLOG







### **NAR Association Executives Task Force**



Feel the Momentum. Earn NAR's Green Designation Today!



Search for Keyword or Phrase

All of REALTOR.org



Videos Store Library Direct Pay Dues Register Login M

#### RESOURCES FOR

REALTORS® & Business Specialties

Association Executives

- AE Committee
- AE Education
- AE Events
- Leadership & Volunteers
- Association Management
- AE Communication Resources



Welcome Registration Hotel & Travel

Schedule

At AEI

Session Materials

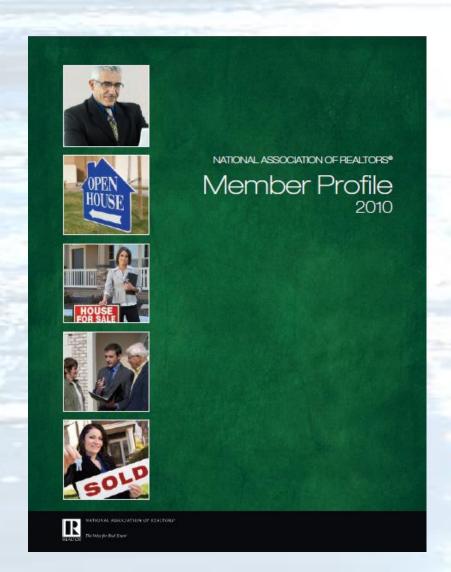
2010 Association Executives Institute

# The Cutting Edge



CourseCreators.Com

### The NAR Member Profile

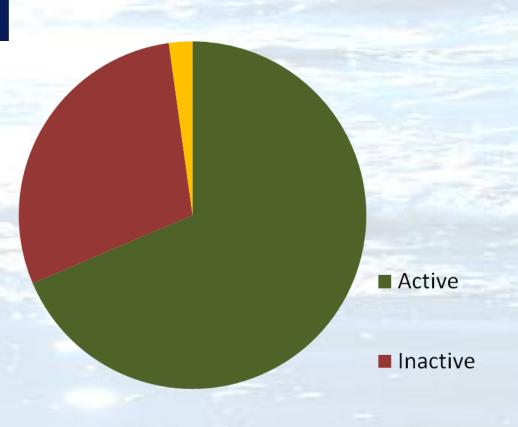


Access the Profile at Realtor.Org

### Latest From ADRE

- Active 60,856
- Inactive 25,921(Up 20%)
- Grace Period 1,941
- 350 New Monthly (75% are New Sales)

# Licensees in the State of Arizona 88,718



Grace Period



## So What Have You Heard About What's Out There?



### Myths of the Seas

- 1. We Control the Information
- 2. Advertising & Marketing Are the Same
- 3. Being On the Internet is the Same as Being In the Internet
- 4. Education is Power
- 5. Creation & Access to Tools is Enough
- Believing that what worked in the past will work in the future



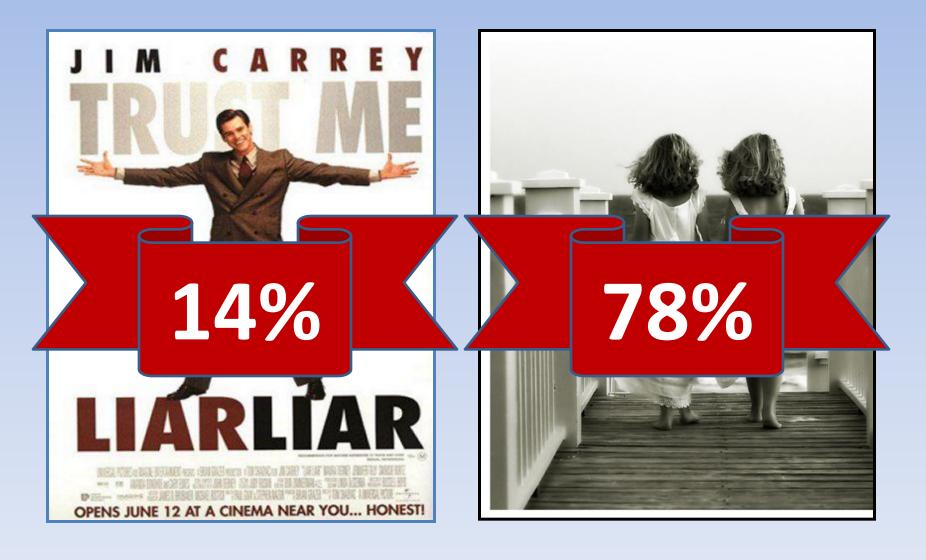


# Our Fundamental Obligations of R4-28-1101





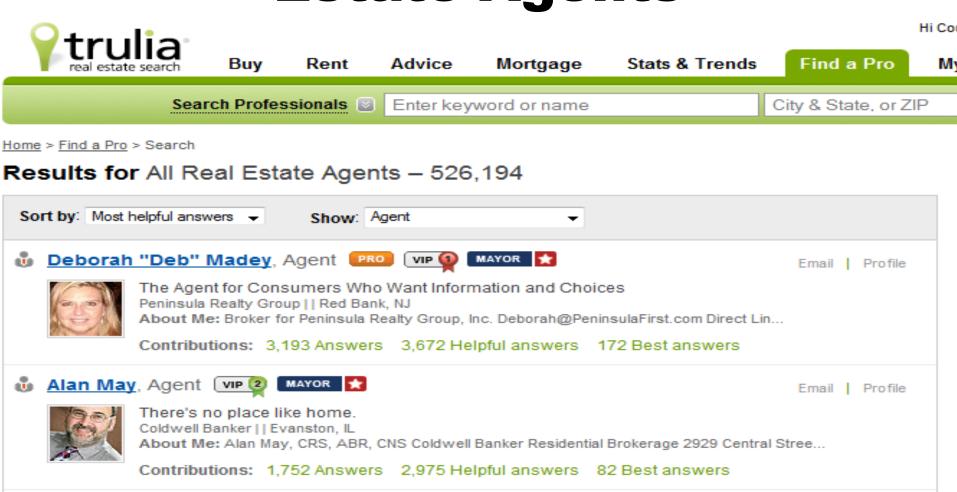
### **Consumers Trust?**



# Online Integrated Reputation Building



## Ratings & Rankings of Real Estate Agents



About Me: I am a licensed real estate sales associate in a resort area of Long Island. I...

Contributions: 1,728 Answers 2,411 Helpful answers 27 Best answers

Email | Profile

JR, Agent VIP (

I New York, NY



#### Jillian Batchelor AGENT \*\*\*\* 5.0 (25 reviews)

Local knowledge: \*\*\*\* Process expertise: \*\*\*\* Responsiveness: Negotiation skills: \*\*\*\*\*









#### Real Estate Professional

Real estate agent (11 years

experience)

Contributions: 878

Screen name: Jillian Batchelor Member since: 07/30/2007

View my listings (77)

Realty One Group Address:

10750 W. Charleston Blvd

#180

Las Vegas, NV 89135

Phone Office: Phone Mobile:

Fax: Fax

E-mail E-mail:

Websites: Website, Facebook,

LinkedIn

#### Ratings & Reviews



\*\*\*\* - Highly likely to recommend

Bought a home in 2011.

\*\*\*\* Local knowledge: \*\*\*\* Process expertise: Responsiveness: Negotiation skills: \*\*\*\*

#### Summary:

Excellent. Helped me greatly with purchase of property. Knew exactly what they were doing.

### The Rewards of Good Reviews



Be informed when selecting a real estate agent for your next home sale. Compare, rate, and review real estate agents in your area today!

F	ind	your	agent	and	office:
---	-----	------	-------	-----	---------

search

#### **Deadly Realtor Recruiting**

A Florida Broker Shares Her System To Recruit 2 Agents Every 7 Days RecruitingNinja.com/



Ads by Google

Start browsing

#### Step 1 Choose State

#### Popular states:

Illinois

Nevada

Arizona Georgia

New Jersey Arizona

Minnesota

California

Colorado

#### Step 2 **Choose City**

#### Popular cities:

Chicago

Atlanta

Las Vegas

Phoenix

Paterson Scottsdale Minneapolis

San Franci...

Denver

#### Step 3 Choose Agent

#### Popular agents:

Michael To... Nicholas T...

Danielle T... Clare Zaro

Lynn Laddish Staci Slat...

Justin Brown Genna Hill

Joseph Lim...

search

< >

Arizona Another State Tucson Another City

> 3 Choose Company / Agent

#### Tucson Offices

- Craig & Company Inc
- Crawford Properties Llc
- Crestline Properties Lc
- Creston Shields Real Estate
- Custom Builder's Realty
- Custom Design Consultants
- Custom Design Consultants Inc
- Cyber Realty
- D Love Realty
- Dan W Mahoney Inc
- Danielle L. Havhurst
- Darlene A Spoor Edd Cpm
- Dave Stevens Realty
- David Karmel Realty
- Db Hennigar Inc.
- Dbc Real Estate Group
- Deanie Burris
- Debbie Turner Realty
- Del Oro Realty
- Desert American Realty
- Desert Dove Realty
- Desert Dreams Realty

Decemb House Dealby

Desert Fox Home Inspections
 Great Southwest Realty

- Fs Benchmark R.e.
- Full Spectrum Real Estate
- Garden Realty
- Garigan Realty
- · Gartin-henry Real Estate Profe
- Gary A. Kipnis
- Gateway West Realty Inc
- Genesis Real Estate & Dev
- Gerald Hungerford
- Gerald M. Little & Associates
- Gerald P Quinn Broker
- Gerhart Realty
- Gilliland Realty & Invest.
- **Gmac Commercial Mortgage**
- Go Minis Of Tucson
- Go West Realty
- Gold Star Appraisals
- Gold Star Realty Llc
- Gold Valley Realty
- Golden Sun Realty
- Golden West Realty & Invest
- Good Realty Group Inc
- Constan Tuesda Daalta



Highest Rated

Lidia Nicolevson

Tamy Bobbitt \*\*

Samantha

Brian Hosein

Ronald L Edgerley

Bailev

Ads by Google

Top Realtors In Your Area

Your Search For An Experienced And & Trusted Local Realtor Ends Here!

www.AgentMachine.com

Top 2010 Online Grants

You May Qualify For a Grant to Go Back To College! www.ClassesUSA.com

Most Frequently Rated

Danielle Todaro

Michael Todaro

Nicholas Todaro

Clare Zaro

BPO's & REO Listings Get REO Listings from

Banks & Lending Institutions, Find it How!

www.USHUD.com

**Boulder Area Buyer** Agent

You don't need a salesman to find your home; you need an advocate.

www.Agents4HomeBuyers.o

Justin Brown ★★☆☆☆ Little Rock Real Estate

A1 Little Rock Real Estate MLS Listings



Find your agent and office:

search

Top Realtors In Your

Your Search For An

Experienced And &

Trusted Local Realtor

www.AgentMachine.com

1 North Carolina > Another State

2 <u>Laurinburg</u> > Another City

3 Associated Realty Inc

Another Company / Another Agent

★☆☆☆☆ 1 out of 5

Address:

You must be a registered user in order to be able to contact and rate Judy Ellis. Log in or create an account?

#### Last Ratings:

4/15/2009 Communication

Market Knowledge

Negotiating

Friendliness

Overall Performance ★☆☆☆☆



works against her clients. She failed to follow aw and was negotating a listing with a contract. It was only after I was burned by her that I learned how unprofessional she truly is by others who have encountered her.



Highest Rated

<u>Lidia</u> Nicoleyson

Tamy Bobbitt ★★★★★

Brian Hosein \*\*

Samantha Bailey

Ronald L Edgerley

\*\*\*

**★★★☆**☆

\*\*\*\*\*

Top 2011 Online

Ends Here!

Ads by Google

Area

<u>Grants</u>

Grant Funding May Be Available Go Back To School!

www.ClassesUSA.com



<u>Danielle</u> Todaro

Michael Todaro

<u>Nicholas</u> Todaro

Clare Zaro

Justin Brown

Free Foreclosure Listings

Search Over 1.5 Million Foreclosure Properties By City Or

State Free! RealtyTrac.com

#### By Owner Sellers in MLS

By Owner Sellers can now list in the

Realtors MLS for a low flat fee

FlatFeeMLSListing.com

St. Mary's County MD Home

Charles The Nation with

### The Ship is Sailing!



### Don't Miss the Boat

- 1. Develop Online Profiles
- 2. Set a Google Alert for your name
- 3. Encourage your clients to review you
- 4. Track your online reviews
  - Trulia
  - Zillow
  - Ratemyagent.Com









#### Exhibit 2-12

#### BROKERAGE: SALES VOLUME, 2009

(Percentage Distribution, Brokerage Specialists only)

	ALL REALTORS®		
	In 2009	In 2008	
Less than \$500,000	35%	34%	
\$500,000 to under \$1 million	12	12	
\$1 to under \$1.5 million	9	10	
\$1.5 to under \$2 million	10	9	
\$2 to under \$3 million	11	11	
\$3 to under \$4 million	7	8	
\$4 to under \$5 million	4	5	
\$5 to under \$6 million	3	3	
\$6 to under \$7 million	2	2	
\$7 to under \$8 million	1	1	
\$8 to under \$10 million	2	2	
\$10 million or more	4	4	
Median (millions)	\$1.2	\$1.2	



# 2010 Agent Production

#### **Total Tucson MLS Subscribers - 5674**

• 0 Transactions - 2607 45.9%

• 1 Transaction -710 12.5%

• 2-5 Transactions - 1150 20.3%

• 6-10 Transactions - 584 10.3%

• 11+ Transactions - 623 11%

0-1 Transactions 58.4%

### Non-Production Not Limited to New Agents

	ALL REALTORS®		
	2010 Survey	2009 Survey	
1 year or less	6%	7%	
2 years	4	6	
3 years	7	6	
4 years	5	7	
5 years	8	7	
6 to 10 years	22	20	
11 to 15 years	11	11	
16 to 25 years	19	19	
26 to 39 years	15	15	
40 or more years	2	2	
Median (years)	10	10	

69% of the **REALTORS®** have been in business 6 years or more!

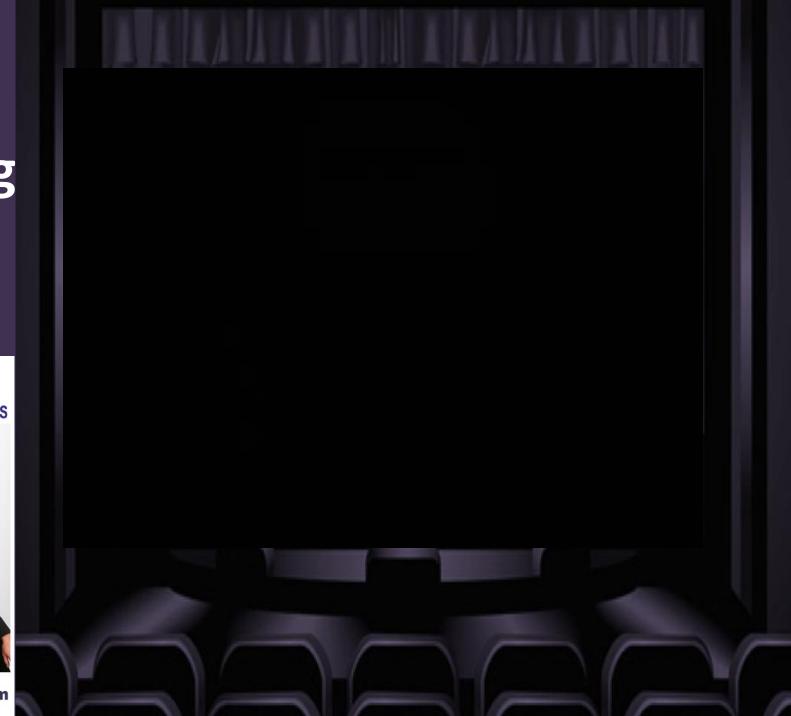




# The Cutting Edge



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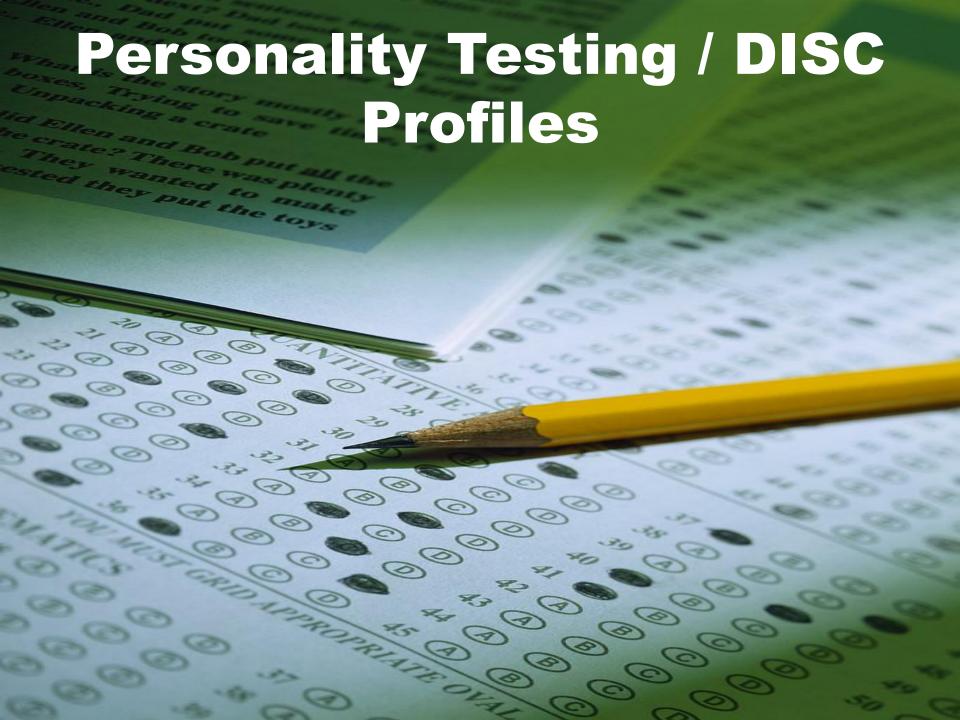


### Personality Testing in Recruitment

- Reduces Turnover 50%
- Increases Productivity 48%
- 38% Who Did Not Meet Set Criteria Left the Company After a Short Period of Time



- Dominance
- Influence
- Steadiness
- Conscientiousness



#### Real Estate & DISC



- 65 percent of agents with High D's are extremely successful
- 58 percent of agents with High I's are extremely successful
- 42 percent of agents with High S's are extremely successful
- 28 percent of agents with High C's are extremely successful.

### **Next Level Thinking DISC Usage By Agents**



DISC profiles real estate

Search

Hey Are You Talking To Me?

realestateunplugged 11 videos ≥

Subscribe



## The Ship is Sailing!



#### Don't Miss the Boat

- 1. Take a DISC Profile
- 2. Get a Production Plan in Place
- 3. Master the Numbers
- 4. Take Courses That Increase Your Business
  - Implementation
  - Integration

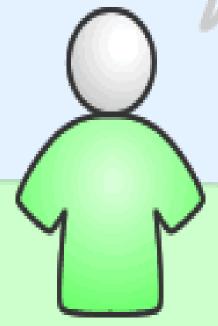




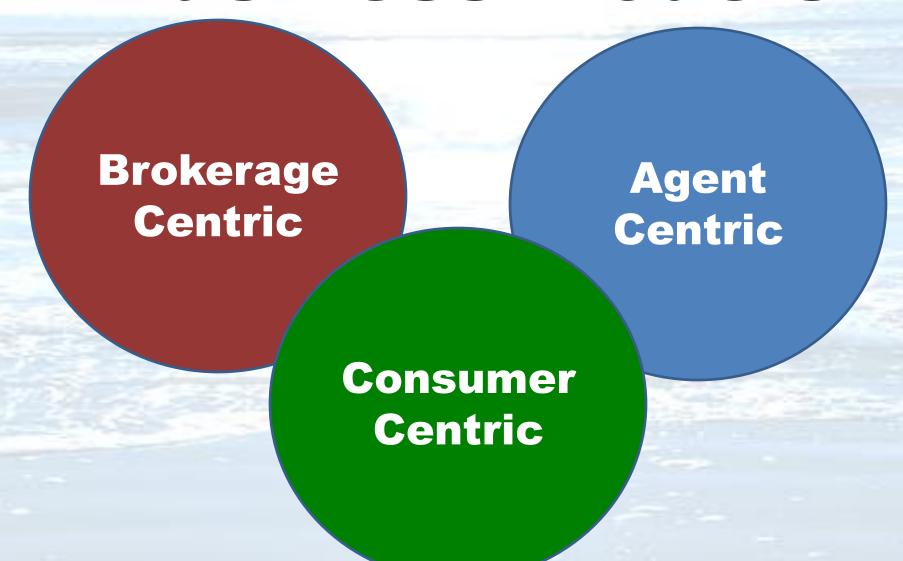


2.0 2.0





### **Business Models**



## The Leprosy Factors

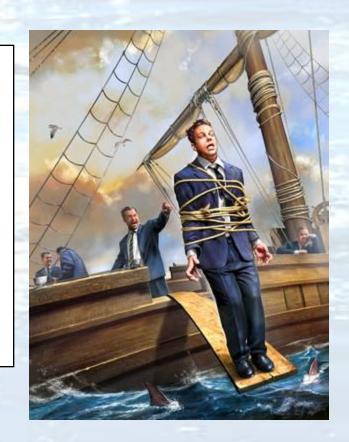




# Inside the Culture of Fear

RISMEDIA, October 27, 2010—Several years ago, I was having dinner with a senior executive of a large <u>real estate</u> organization who made an interesting statement that, I believe, explains why we continue to see brokerages resisting change: He stated that agents are afraid of consumers, managers are afraid of agents and owners are afraid of managers.

As a result of this ugly chain of events, agents cave on commissions, managers cave on splits and owners don't hold their managers sufficiently accountable.



#### **Culture Shock**

- Collaborative Environments
- Fun & Exciting
- High Tech Meeting Areas
- Less Space, More Agents
- Interactive, Brainstorming Venues



#### **Culture Busters**





Another successful company that has broken the chain of events I described earlier is @properties in Chicago.

Mike Golden, president of @properties, had this to say about why his company has vaulted to number one market share in Chicago in less than eight years: "In order to be effective with change, you have to have the infrastructure to support change. Otherwise, you're just floundering."

#### **Culture Busters**



**Gino Blefari, founder, CEO** and president of Intero Real Estate Services in Silicon Valley, believes that culture and accountability are central to the success his company has experienced since 2002. Without a single acquisition, Intero captured number one market share in Silicon Valley by 2009.

# Repurposing the Corporate Office



REALTORS® MAINTAINING A HOME OFFICE

(Percentage Distribution)

	2010 Survey	2009 Survey
All REALTORS®	71%	72%
License		
Broker/Broker associate	67	67
Sales agent	74	76
Main Function		
Broker-Owner (without selling)	47	52
Broker-Owner (with selling)	70	66
Associate broker	69	72
Manager (without selling)	32	46
Manager (with sellling)	57	59
Sales agent	74	77
Appraiser	72	71
Other	59	56
Real Estate Experience		
2 years or less	71	74
3 to 5 years	78	78
6 to 15 years	72	74
16 years or more	66	66

# Over 70% of Agents Maintain a Home Office

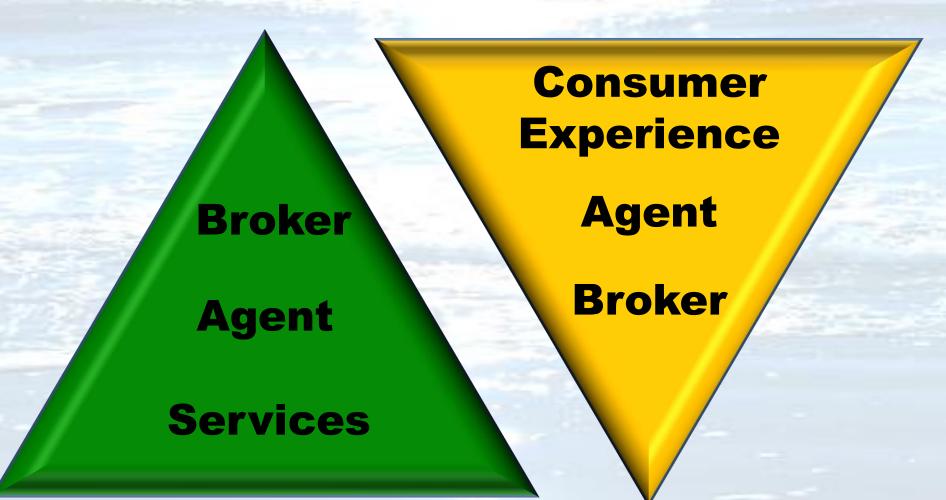
# The Cutting Edge







# The Inverted Branding Pyramid



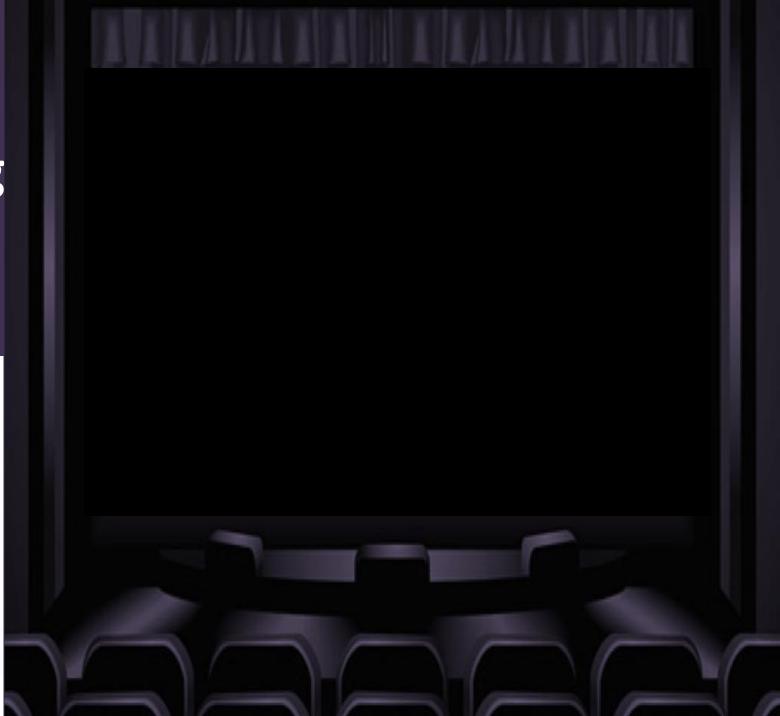
Customer Experience

the New Brand

# The Cutting Edge



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## The Ship is Sailing!



#### Don't Miss the Boat

- 1. Brand the Experience
- 2. Create Collaboration
  - 1. With Other Agents
  - 2. With Consumers
  - 3. With Clients
- 3. Think Joint Ventures & Partnerships



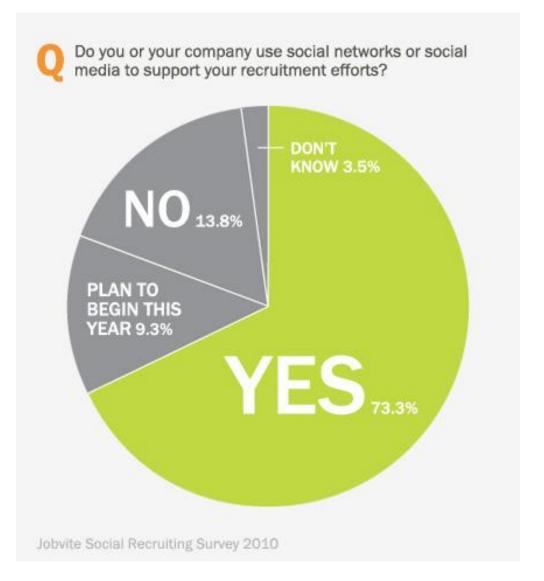


- 2<sup>nd</sup> largest generation in U.S. History
- Almost 6 in 10 employed Millennials say they already have switched careers at least once
- About 37% of 18- to 29-yearolds have been underemployed or out of work
  - (Highest in Over 30 Years)
- Only 1/3 of Millennials say their current job is their career

## The Millenials

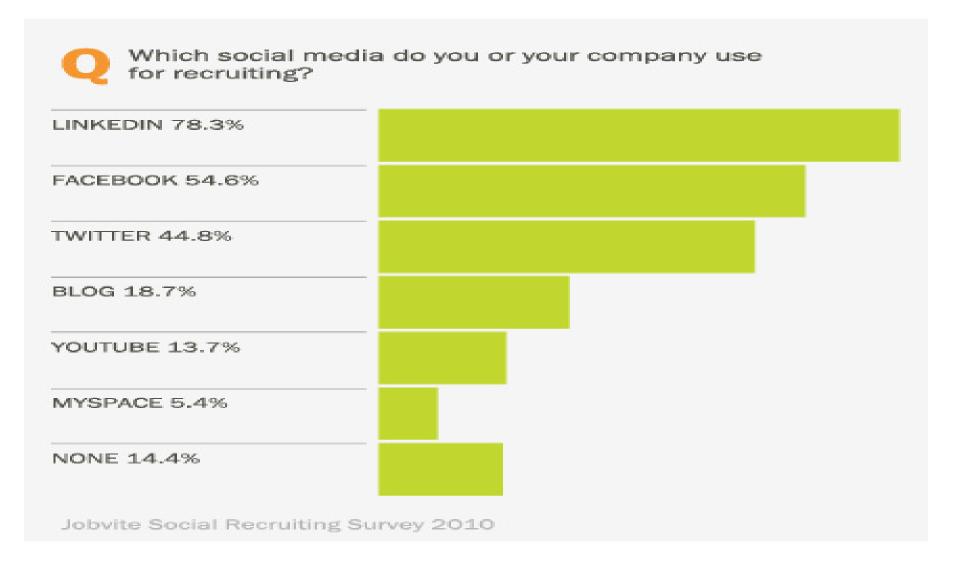


## Socialcruiting



73.3% of **Companies** are using Social **Networks for** Recruiting

## Companies Using Social Media to Recruit



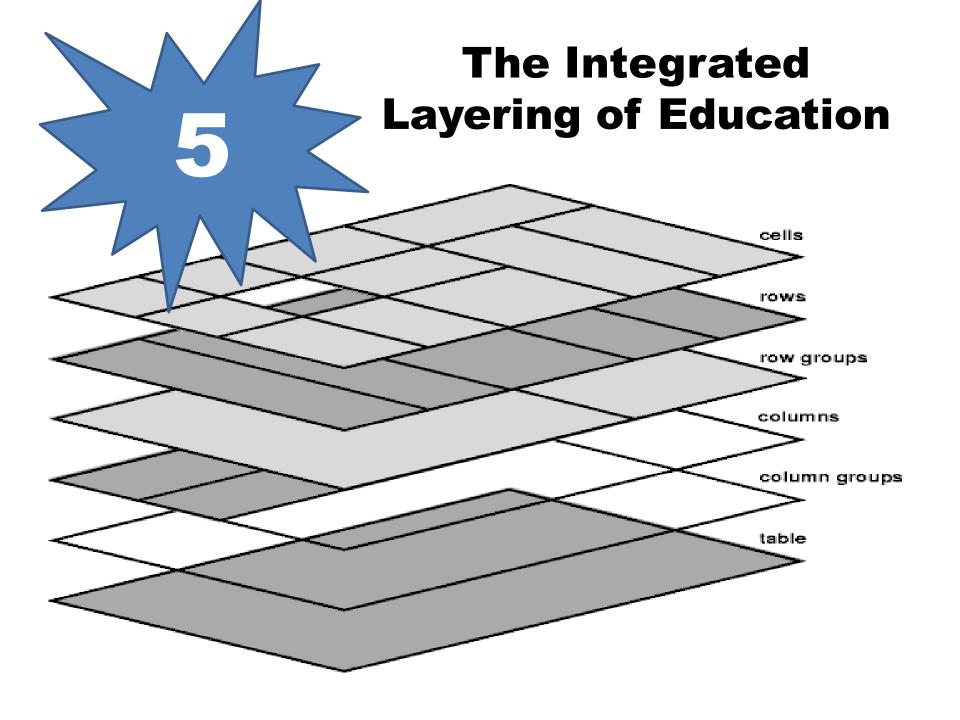
## The Ship is Sailing!

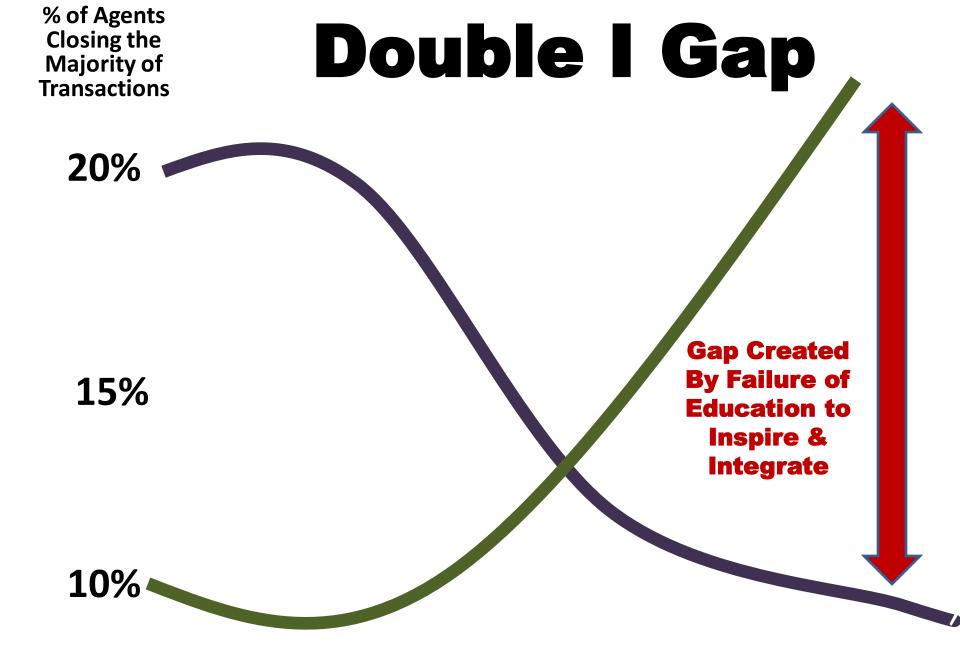


#### Don't Miss the Boat

- 1. Get Tech Savvy NOW!
- 2. Join Forces
- 3. Explore How Their Mindsets May Be Different



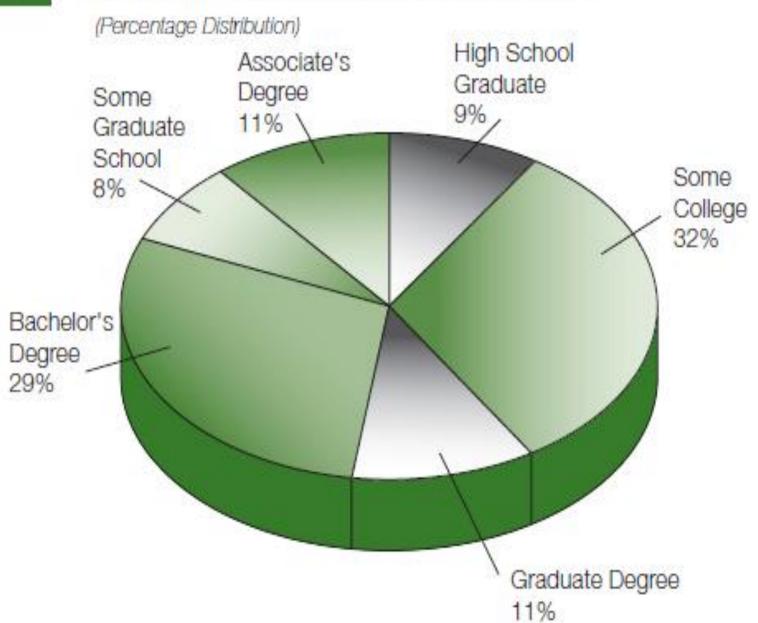




**Required Expertise to Match Client Expectations & Demands** 

#### Exhibit 5-7

#### FORMAL EDUCATION OF REALTORS®



### **Alchemy in Education**

ADRE
Statutory
& Regulatory
Education

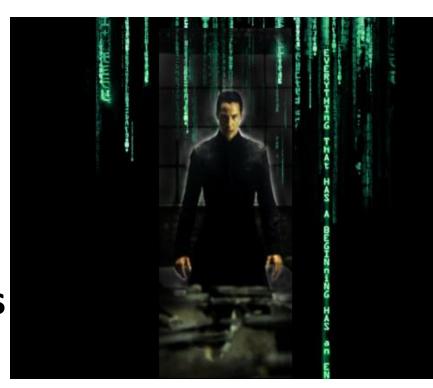
The **GOLD**Standard of
Education

Production & Client Interaction

BROKER
Compliance,
Branding &
Systems

## Integrated Layering The Call For "In House"

- Every Company has its own set of tools
- No two companies are the same
- You cannot brand the experience with "Hands Off" independent agents
- Powerful education integrates & implements



### **And It Causes This!**





#### Stunning Example





#### Neal Hanks introduces REAL Trends Housing Re

Neal Hanks, President of Beverly-Hanks & Associates Trends Housing Market Report and discusses its relevant

by wncrealestate | 4 months ago | 171 views



Beverly-**Hanks** & Associates President **Neal Hanks** Jr. talks about how 1 Gigabit fiber would be a natural fit for Asheville.

by BiltmoreFarms | 10 months ago | 130 views



#### 5 Reasons to Sell Your Home Now!

**Neal Hanks**, President of Beverly-**Hanks** & Associates Realtors introduces a timely article by Steve Harney. www.beverly-**hanks**.com ... real estate ...

by wncrealestate | 2 months ago | 100 views



#### Neal Hanks Introduction to Beverly-Hanks & Associates

**Neal Hanks**, President of Beverly-**Hanks** & Associates Realtors welcomes agents considering Beverly-**Hanks** & Associates as the firm with which to ...

by wncrealestate | 2 months ago | 66 views

#### Neal Hanks Mortgage Protection Plan For Seller

Find out how to add value to the home your selling with the Beverly-**Hanks** Mortgage Protection Plan.



# The New Post Licensing Requirement

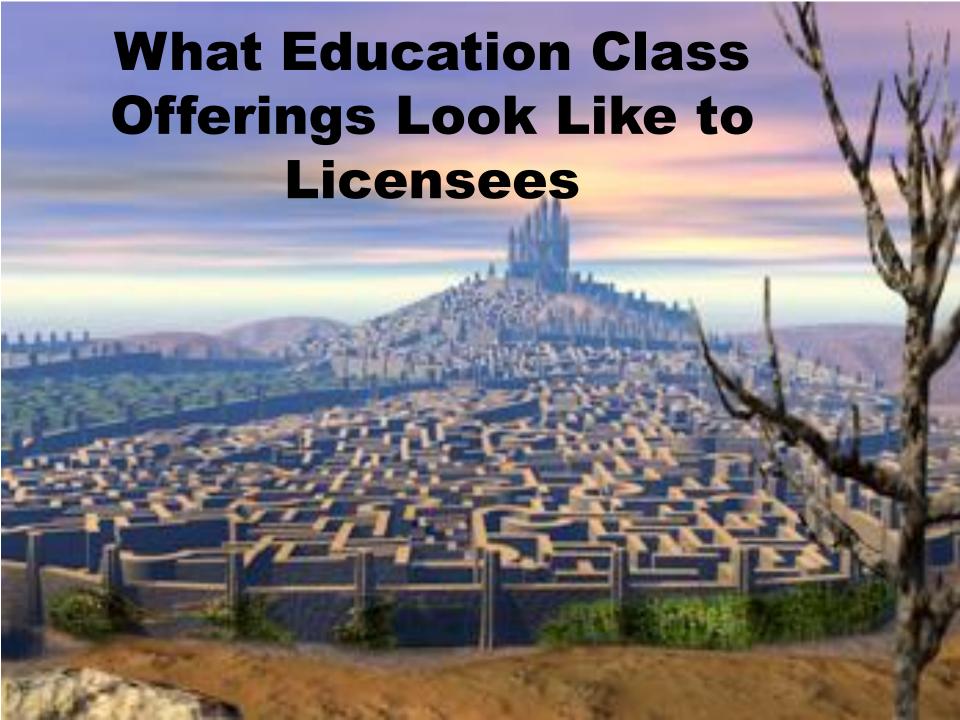




#### SB #1292

- Within the initial two year licensure period
- 24 Hours
- That address the practical application of real estate

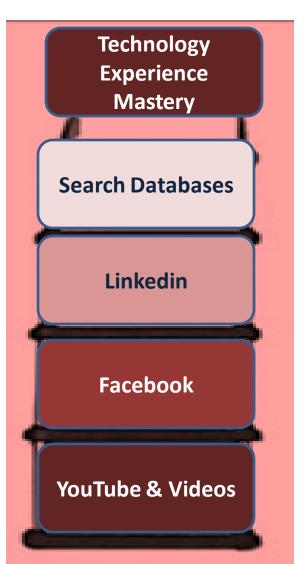




# Skill Based Ladder Mastery Training







# 5 Top Technological Training Needs in 2011

- 1. Listing Databases
  - Zillow & Trulia
  - Linkedin
  - Facebook
  - YouTube



- 2. Integration & Implementation
- 3. Marketing Outside of Real Estate
- 4. Setting Tone & Overcoming Objections

# The Ship is Sailing!



## Don't Miss the Boat

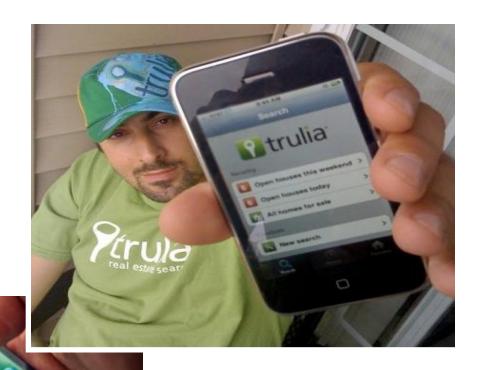
- 1. Take a Tech Class
- 2. Brush Up On Technical Skills
  - 1. YouTube
  - 2. Zillow
  - 3. Trulia
  - 4. Linked
  - 5. Facebook
- 3. Identify and Strengthen Skill Sets



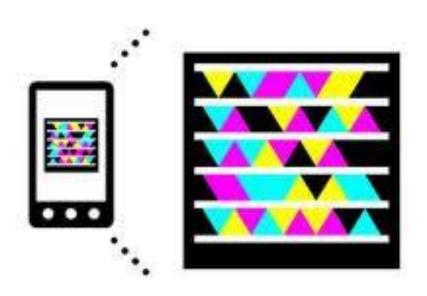


# **Mobility Applications**





## Mobi Tags & QR Codes



Get the free mobile app at http://gettag.mobi



Black & White matrix code storing 1 byte (8 bits) Uses 8 symbols



4 color barcode storing 1 byte (8bits) Uses 4 symbols

QRCode



Datamatrix code



Microsoft Tag in HCCB format

## Google URL Shortener



© 2011 Google

Paste your long URL here:  All goo.gl URLs and click analytics are public and	d can be shared	Shorten by anyone.	http://goo.gl/			
	Clicks	or the past: two	hours   day   week   month   all time			
Long URL	Short URL	Created	Clicks			
No entries found. Start building your goo.gl short URL history now!						

Privacy Policy Terms of Service

Google Home

Report Spam

Help



#### Paste your long URL here:

http://www.youtube.com/watch?v=XjVNgP3E

Shorten

http://goo.gl/3YqYx

All goo.gl URLs and click analytics are public and can be shared by anyone.

Press Ctrl-C to copy.

Clicks for the past: two hours | day | week | month | all time

Long URL	Short URL	Created	Clicks	
www.youtube.com/watch?v=XjVNgP3Bre8	goo.gl/3YqYx	seconds ago	n/a	Details »

Hide URL

Hidden URLs remain public, but are permanently removed from your dashboard.

Page 1 of 1

© 2011 Google Help Report Spam Privacy Policy Terms of Service Google Home

#### Google url shortener

Long URL: www.youtube.com/watch?v=XjVNgP3Bre8

Short URL: goo.gl/3YqYx

Created: seconds ago

Report spam



http://goo.gl/3YqYx.qr

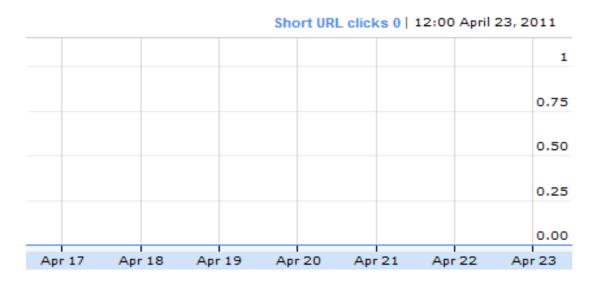
Clicks for the past: two hours | day | week | month | all time

#### Clicks

0 clicks on this short URL

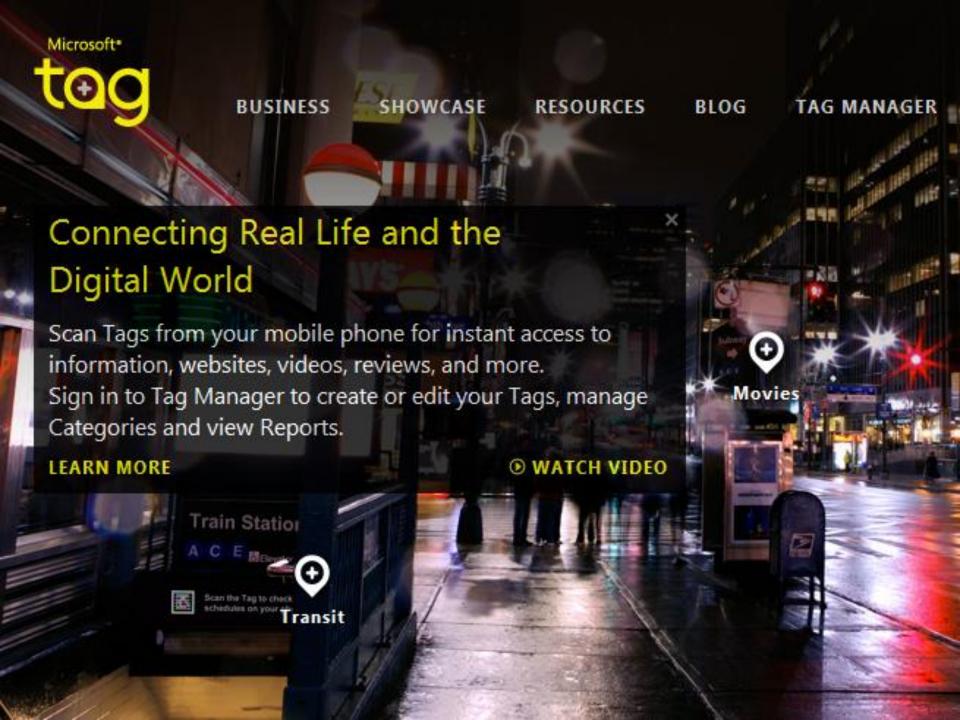
0 total clicks on all goo.gl short URLs pointing to this long URL

#### Traffic sources



#### Referrers

No data available.



# Layar's Augmented Reality



Layers

Download

Create

Blog

Support

Jobs

Search Layar.com...





## See the world

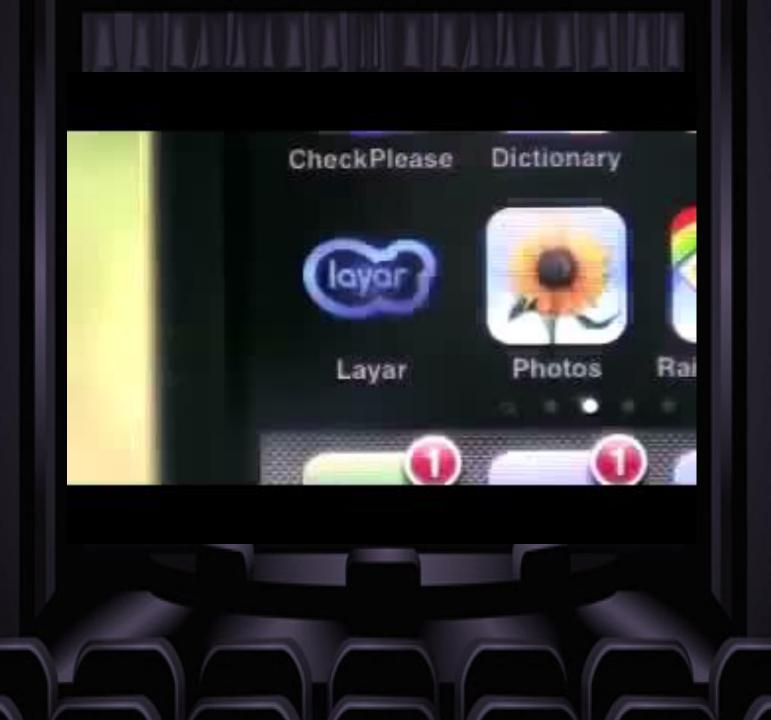


A beautiful, fun augmented reality app that shows you the things you can't see

# The Cutting Edge







# The Ship is Sailing!



## Don't Miss the Boat

- 1. Get Mobile Now
- 2. Access Your Info From a Phone
- 3. You Need a Smart Phone
- 4. Use The New Technology
  - 1. URL Shorteners
  - 2. QR Codes
  - 3. MobiTags



# Splinternet Marketing with Technology



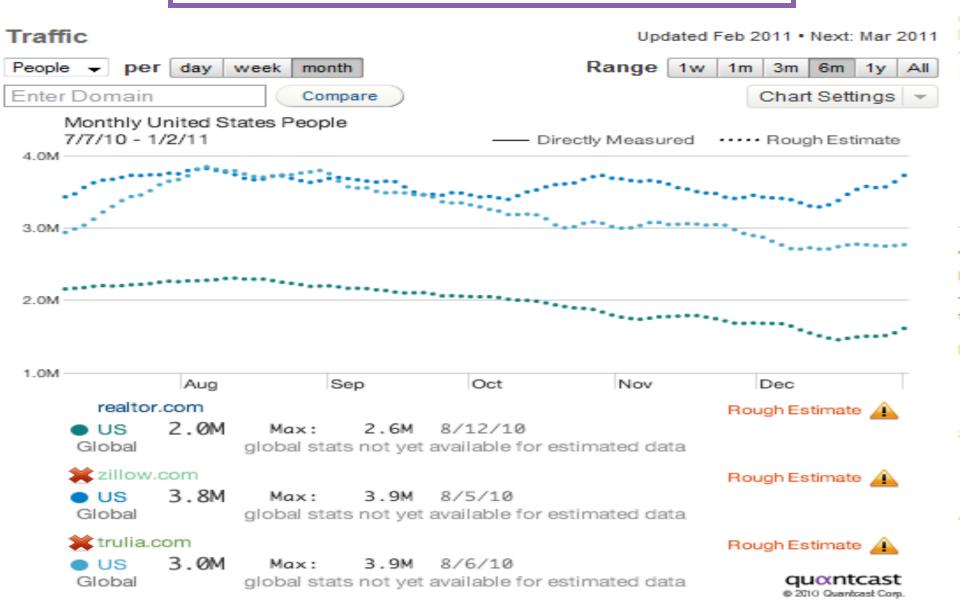
Multi-Venue Marketing Splintered Marketing Plans



# **Beware the Rules**



# quantcast





17.0%

18.1%

2.033

19.411

37

15.1%

26.6%

23,162

2.42

34

12.5%

31.4%

2.589

26.376

36

Single Females:

Homes With Kids:

Average Household Size:

Average Commute Time

Median Age:

(Minutes):

# **Brand** New **Abilities** to Target Market



Many MLSs are syndicating listings to web portals such as Trulia, Google, Zillow and others. Do you:				
Total Responses - 157	100.00%			
Strongly Support - 34	21.66%			
Support - 50	31.85%			
Neutral / Don't Know - 17	10.83%			
Oppose - 29	18.47%			
Strongly Oppose - 27	17.20%			

# The Ship is Sailing!



### Don't Miss the Boat

- 1. Go Where Your Clients
  Are
- 2. Create Multi-Venue Marketing Campaigns
- 3. Target Market Like Never Before
- 4. Broaden the Avenues of Your Messages







# Teams & Collaboration

A New Yorker is America's Top Agent with More Than \$244 Million in Home Sales While the Nation's Top Team Sold \$539 Million in San Diego-Area **Real Estate** 

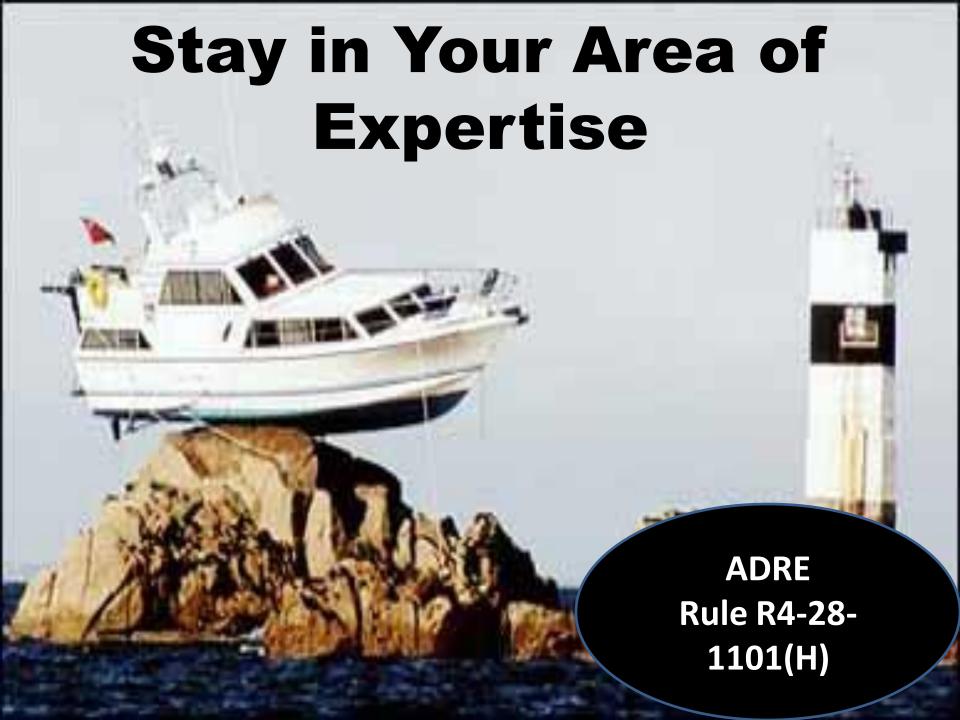
NEW ORLEANS -- America's coastal statesCofrom California to Florida to New YorkCoare where America's top **real estate** agents and **teams** ply their craft as they claimed top honors in "The **Real Estate** Top 200," a new national awards event sponsored by The Wall Street Journal and **REAL** Trends. The **Real Estate** Top 200 rankings were announced today at the National Association of











# Increasing Locality of Real Estate

(Neighborhood Specialists)



# The Ship is Sailing!



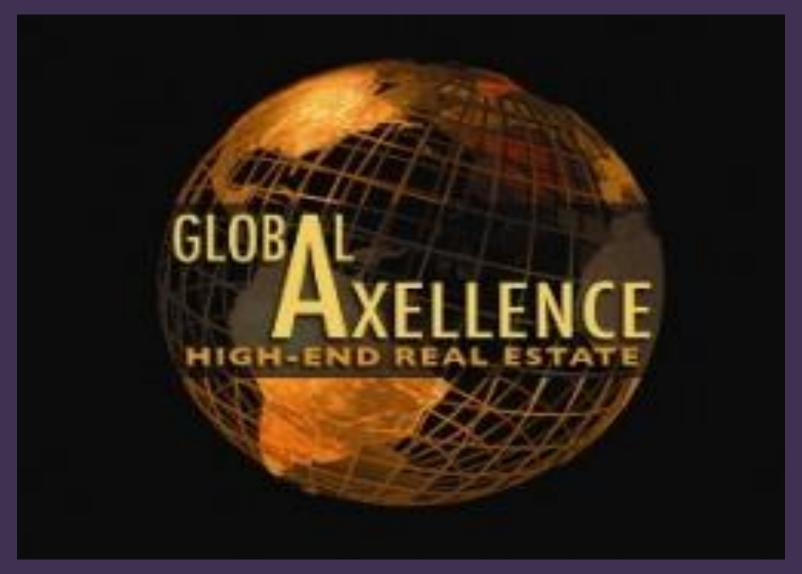
### Don't Miss the Boat

- 1. Get Specialized
- 2. Add Niches
- 3. Own a
  Neighborhood,
  Remember GeoFarming
- 4. Build a Team





# Globalization



#### International Opportunities

Three US markets San Jose, San Francisco, and New York hit the top 10 list of most expensive office markets worldwide in 2000, thanks to the dot-com bubble and related financial boom. But by 2006, Mumbai and New Delhi had moved onto the top 10 list, while every US market had dropped off of it.

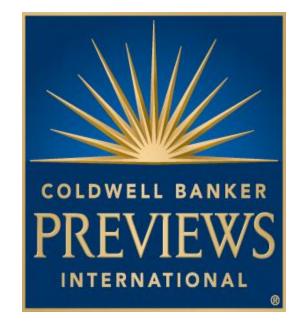




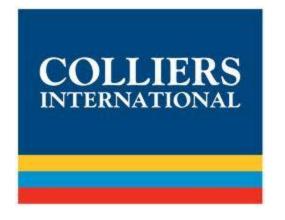




certified international property specialist







# **Get Linkedin**



#### Your Network of Trusted Professionals

You are at the center of your network. Your connections can introduce you to 3,890,800+ professionals — here's how your network breaks down:

Your Connections Your trusted friends and colleagues	434
Two degrees away Friends of friends; each connected to one of your connections	59,900+
Three degrees away Reach these users through a friend and one of their friends	3,830,400+
Total users you can contact through an Introduction	3,890,800+
17,238 new people in your network since April 23	

# Arizona Compensation Statutes

- Compensation to Only Licensees
- Be Watchful of MARS Rules
- Relos & Referrals
   Need a License
- Zero Tolerance on Non-Licensee Referral Fees



# Largest Independent Broker in Illinois



Separate drop down menu for languages



# The Ship is Sailing!



## Don't Miss the Boat

- 1. Don't pay fees to nonlicensees
- 2. Broaden Your Sphere of Influence
  - Across Countries
  - Across Languages
  - Across Cultures
- 3. Create systems to treat all clients equally





## RULE THE WORLD

# The Cutting Edge





