




AION

LEADERSHIP

SUMMIT





# Building a cohesive and motivated team!

Patty, Carmen, Angela and Malena


# Motivation

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How do **YOU** motivate  
yourself?



# Most mentioned:

- Make lists and have daily goals
  - Coffee
  - My family
  - Keeping the property running smoothly
  - My team
  - LARGE cups of coffee
  - Knowing people are counting on me
- 

# What do you do to bond your team?

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When new hires are added, when team members leave and, how do you keep a long-standing team working well together?

How do we make sure our  
employees feel  
valued/heard/seen?

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What do YOU need to feel the same?

- Open communication
- Clear expectations
- The feeling of being part of the big picture
- Being trusted to make decisions
- Feeling supported
- Having a development path






“When I am asked to talk about my accomplishments, I feel valued. All too often all we talk about is getting whatever done. Talking about what got done is often skipped or forgotten about.”



## A few take aways:

- What you and I are looking for from our managers is what our staff wants too
  - Keeping your team cohesive takes intention and time
  - Don't delay communication
  - Set clear expectations and use metrics
- 


The background features several abstract geometric elements: a large orange semi-circle on the right side; a purple circle in the upper left; a blue circle in the top right corner; a green L-shaped line in the top center; a green square outline on the left; and a blue dashed line in the lower left. The text 'GAME TIME' is centered within the orange semi-circle.

GAME TIME

# Last thoughts...

- Be that energy that causes a positive ripple!
- Implement a few new things based on ideas we've discussed in this room today.
- Connect with your AION peers – we are ONE team!
- Your efforts trickle down and set the tone and the path to success!





**Don't go anywhere!  
Succession planning is  
coming up next with  
Jamie and Maretta!**

# Succession Planning

What you need to know???



# What is succession planning?

Succession planning is simply making sure we have the right people ready to step into key roles before a vacancy happens.

# **Why succession planning matters at AION**

## **Why should it matter to ...YOU**

At AION one vacant or weak leadership role can quickly affect occupancy, collections, and resident satisfaction.

This should matter to you because it helps solidify you as someone who can build teams which is a valuable skill set to have.



# Key Objectives



1. Identify Successors
2. Develop Existing Team Members
3. Pipeline & Growth Strategy



# Planning Principles

To make succession planning work, it has to be ongoing, not a one-time HR form.

Leaders should regularly ask: ‘If this person left, who could step in next?’

# 5 Easy Steps

**Step 1: Identify critical roles in your portfolio**

**Step 2: Define success profiles by role**

**Step 3: Assess internal talent**

**Step 4: Build development plans**

**Step 5: Implement and monitor**



# Employee Development Plan

## General Employee Development Plan

Employee	Violet Sorenthal
Job Title	Assistant Service Director to Service Director
Worked department	Basiglio
Manager / Supervisor	Xaden Blonson
Date	1/25/2025

## Development Support and Resources

Category	Description
Available Company Resources	Internal training library; P&P Manual; QuickGuides; Service Training center; Current ID/ROM
Technology and Tools Needed	RealPage; Leo SUT
Manager/Team Support	Monthly check-ins, ID and ROM
Time Allocation	Three hours per week for skill development and training
Potential Roadblocks	Limited hands-on experience with analytics; balancing workload with training time

## Development Goals (SMART)

SMART	Goal	Timeframe
Specific	Reduce order errors; make ready board supply orders/pas	6 months
Measurable	Complete supply orders with POS for 3 consecutive months. Maintain make ready board including size and vendor leverage; consistent provided training platform and mentorship	By Q3 2025
Achievable	Enhance marketing effectiveness; align with department initiatives	Ongoing
Relevant	Apply new skills in make ready board/supply orders pas by Q4 2025	End of year

## Skills and Competency Development

Category	Description
Current Strengths	Work order completion; vendor scheduling
Area for Improvement	Make ready Board/PO
Training and Learning Resources	Quick Guides/P&P Learning Resources/Training Center
Coaching Plan	Bi-weekly mentorship meetings with current ID

## Action Plan

Development Activity	Target Date	Owner	Status
Make Ready Board	MM/DD/YY	Employee	In Progress
Supporting supply order	MM/DD/YY	Employee	Not Started
Monitoring expenses/budget	MM/DD/YY	Employee	Not Started
Vendor selection	MM/DD/YY	Employee	Scheduled
Next Review	MM/DD/YY	Manager	Pending

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Training		X	X	X	X	X	X	X	X	X	X	X
Project				X					X	X		
Performance Review				X			X			X		X

## Success Metrics and Evaluation

Metric	Description	Measurement
Key Performance Indicators (KPIs)	Work order completion rate, make ready board size, P&P budget variance in %	Monthly analysis reports
Performance Review Schedule	Quarterly check-ins, year-end formal review	Manager feedback
Feedback Collection Methods	Peer reviews, self-assessment, mentor evaluations	Surveys and discussions

## Career Advancement

Category	Description	Action Steps	Target Date
Growth Opportunities	Transition into ID role	Gain hands-on experience	MM/DD/YY
Required Skills and Competencies	Time Management, Organized, Detail Oriented	Complete training tasks and attend monthly make ready board management, including vendor selection process and budgeting pas	MM/DD/YY
Professional Development	Understanding supply pas and budget management	Review it with ROM monthly	MM/DD/YY
Support and Resources Needed	Access to quick guides/ training center; ID in making decisions in pas	Proposed request to ROM for permissions	MM/DD/YY

## Review and Acknowledgement

Reviewed by	Mentor/Trainer
Title	ID
Name	Darin Avelar
Date	1/22/2025
Reviewed by	Manager / Supervisor
Title	ROM
Name	Xaden Blonson

# Best Practices:

1. Put succession on the agenda for team meetings. If it never gets discussed, it never improves.
2. Use consistent tools across regions—like a standard development plan template—so we are speaking the same language.
3. Document decisions and plans so when leaders transfer or leave, we don't lose the history of who was in the pipeline and why.



# Common Challenges

Communication/Framework

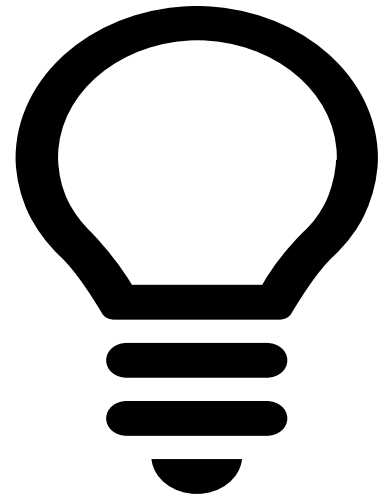
Documentation/Consistency/Follow Up

Hero Team Member

Leadership Training

Don't forget about maintenance and leasing

# Next steps for AION



# Discussion

Which roles at your property would be most at risk if a team member left tomorrow?

Where do we already have strong internal successors, and where do we rely on external hires?

What tools, training, or support do you need to make succession planning part of how you manage your teams?

# The Ripple Effect

Succession planning protects property performance and resident experience during leadership changes.

The best talent pipelines are built intentionally over time. Our future property and service managers are often working for us today as leasing consultants, assistant managers, and maintenance technicians.

With focused development and clear plans, we can grow our own leaders instead of constantly reacting to vacancies.”



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# Growing Leaders From Within

Success within an organization is not just measured by performance numbers or growth metrics — it is measured by the people who grow with us along the way. One of our greatest accomplishments has been our commitment to developing talent from within. Over the years, we have watched team members begin their journeys in entry-level roles and, through hard work, dedication, and leadership development, advance into key positions across our organization. Today, we are proud to highlight some of those success stories that represent our culture of opportunity, mentorship, and career growth.

# Brittany Coco

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- Leasing Associate  
10/2021
- Assistant Real Estate Manager  
08/2022
- Multi Site RE Manager  
10/2023



# Ahmed Alobied

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- Service Technician  
10/2019
- Assistant Service Director  
8/2021
- Service Director  
3/2024



# Nada Stephenson

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- RE Manager  
11.2022
- Multi-Site RE Manager  
03.2023
- Sr RE Manager  
08.2023
- Assistant Regional Manager  
06.2024
- Regional RE Manager  
05.2025





# Diego Trejos

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- Leasing Associate  
2020
- Assistant Real Estate  
2022
- Property Manager  
2024

# Elizabeth Crouse

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- Assistant RE Manager  
10/2021
- Real Estate Manager  
10/2023



# Christine Frey

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- Co-Property Manager  
2017
- Real Estate Manager  
2022



# Lisa Knuth

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- Service Tech  
2020
- Assistant Service Manager  
2022





# Keath McClellan

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- Service Director  
06/2017
- Multi Site Service Director  
10/2018
- Regional Service Director  
06/2025

# Indicah Chatman

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- Leasing Associate  
2023
- Leasing Manager  
2018
- Assistant Manager  
2021



# Casey King

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- Leasing Manager  
2018
- Assistant Manager  
2021
- Property Manager  
2022





# Eric Styan

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- Maintenance Tech
- 10/2018
- Assistant Service Director
- 11/2019
- Service Director
- 04/2023

# Michelle Cassidy

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- Leasing Associate  
3.2025
- Leasing Manager  
11.2025



# Shannon Sidle

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- Property Manager  
11.2023
- Multi Site Property Manager  
1.2025





# Kenneth Boney

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- Service Technician  
2021
- Multi Site Service Director  
2022

# Angela Pike

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- Assistant RE Manager  
10/2017
- RE Manager  
10/2018
- Multi Site RE Manager  
08/2021
- Sr. RE Manager  
06/2022
- Regional Manager  
03/2024





# Adolfo Viruet

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- Multi Site Service Director (104 units)  
2018
- Multi Site Service Director (404 units)  
2025

# Jamie Sellers

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- Multi Site RE Manager
  - 06/2017
- Assistant Regional Manager
  - 06/2021
- Regional Manager
  - 06/2022



# Charisse Leonard

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- Leasing Associate  
2022
- Assistant Property Manager  
2024





# Sani Diolamou

- Assistant Real Estate Manager  
10/2019
- Real Estate Manager  
Promoted 05/2023



# Luciene Da Silva

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- Leasing Manager  
1.2025
- Assistant Property Manager  
11.2025





# Adam Andrews

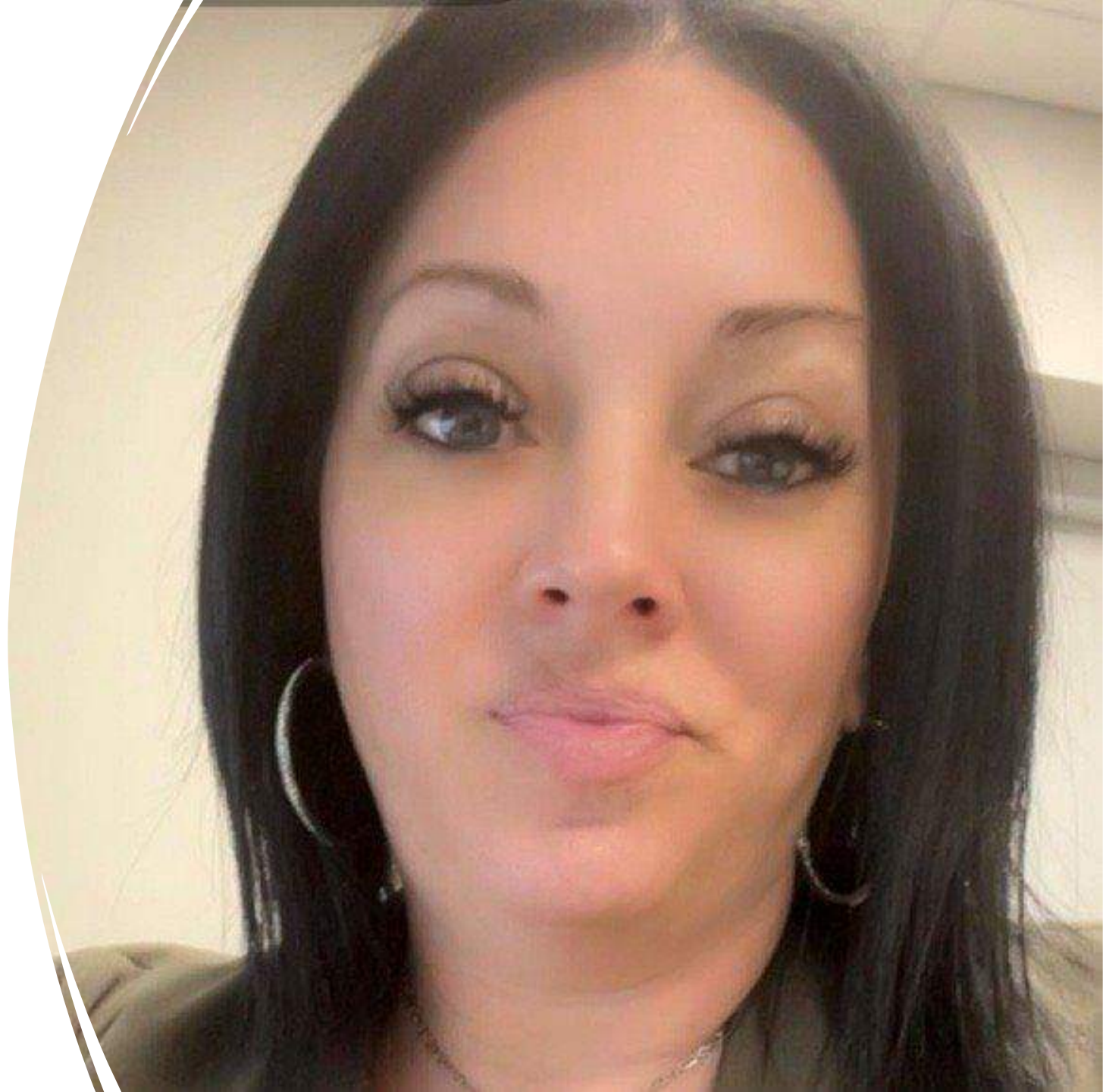
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- Service Technician  
8.2024
- Assistant Service Director  
1.2026

# Jennifer Morales

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- Assistant Property Manager  
02.20218
- Multi Site Manager  
05.2022



# Andrea Green

- Real Estate Manager  
05/2019
- Multi-Site Real Estate Manager  
05/2020
- Senior Real Estate Manager  
02/2026





# Nick Williams

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- Service Technician  
02.2024
- Assistant Service Director  
11.2025

# Patty Peters

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- Property Manager  
10.2017
- Multi Site Property Manager  
6.2018
- Regional Manager  
10.2018
- Senior Regional  
3.2024





# George Webb

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- Maintenance Tech  
12/2020
- Multi Site Maintenance Tech  
08/2022
- Service Director  
10/2022
- Multi Site Service Director  
10/2025



# Scott Cave

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- Service Director  
11/2022
- Multi Site Service Director  
04/2023

# Desiree Meyer

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- Maintenance Tech  
2024
- Turn Crew Supervisor  
2025





# Todd Stolarz

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- Leasing Associate
- Assistant Real Estate Manager
- Multi Site Assistant RE Manager
- Real Estate Manager
- Multi Site Real Estate Manager



# Reymond Anderson

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- Service Technician  
2022
- Leasing Associate  
2022
- Resident Service Coordinator  
2023
- Assistant Property Manager  
2025

# Alexandrie Lanza

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- Leasing Associate  
2017
- Resident Service Admin  
2019
- Assistant Manager  
2023





# Robert Cusick

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- Assistant Service Director  
2021
- Service Director  
2022

# Jo Adams

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- Leasing Associate  
10/2020
- Multi Site RE Manager  
06/2023





# Stephen Snyder

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- Maintenance Tech  
12/2017
- Service Director  
02/2018
- Multi Site Service Director  
06/2021



# Ian Greenan

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- Service Director  
2017
- Multi Site Service Director  
2018

# Elizabeth Cino

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- Leasing Associate  
2017
- Leasing Manager  
2021





# Jessica Quinteros

- Yorkshire Leasing Professional  
04/2023
- The Flats Leasing Manager  
Promoted 02/2026



# Jacqueline Hanley

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- Leasing Associate  
1.2018
- Leasing Manager  
6.2018
- Assistant Property Manager  
9.2018
- Property Manager  
7.2019
- Multi-Site Property Manager  
1.2025





# Justin Long

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- Service Tech  
11.2024
- Assistant Service Director  
2025

# Developing Tomorrow's Leaders

- We believe that investing in our people creates stronger communities, better service and long-term organizations success.
- Today, we are proud to highlight some of our team members who are actively training and preparing for their next career opportunities and leadership roles within our company.

# Carol Harrah

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- The Ridge Leasing Professional
- 04/2023
- Assistant Real Estate Manager
- Promoted 08/2025





# Sean Ernst

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- Real Estate Manager  
06/2022
- Currently preparing/training for a Regional Manager

# Stephanie Glahn

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- Assistant RE Manager  
05/2022
- Currently preparing/training for  
a Real Estate Manager





# Robert Simpson

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- Assistant RE Manager

08/2025

- Currently preparing/training for a Real Estate Manager

**THANK YOU FOR BEING AION**

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