

EASIER TO RUN

Lesson 3

Two exercises to run
with your team.

Using AI to run training inside your own team, the kind you could not run before.

olliverr.co.uk/exercises

Made-up clients your team can practise on

01

Whoever picks up

Somebody rings about one of thirteen properties that do not exist. Your person answers the way they normally would, and afterwards it goes back over the call with them and shows where it could have gone better.

02

The agency next door

A competitor opening on your patch asks where it would attack you, which of your landlords it would go after, and which of your people it would hire out of you. It will not take the comfortable answer.

Every scenario is fictional, and it never rules on the law. Notice periods, repairing obligations, what a place is worth: it stays out of all of that.

EXERCISE ONE

Whoever picks up

One button drops the whole thing into Claude or ChatGPT. It stays in character the whole way through, including if your person answers by voice.

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I. Whoever Picks Up

Almost every avoidable hour in an agency was created earlier. By somebody else, or by you last week. A chase that need not have happened. The same thing explained to three people. A complaint that goes formal because the first reply was thin. At the far end, an Ombudsman case or a request for everything you hold on someone, and a day pulling records to answer it.

+ Find out how to run this

Open in Claude

Open in ChatGPT

Copy the prompt

WHAT IT RINGS ABOUT

Thirteen properties that do not exist

Lettings, management, sales, blocks and a contractor account, shaped the way your own system would hold them.

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THE PROPERTY FILES

13 records across lettings, property management, sales, block management and suppliers, the way your system would hold them. Click one to open it, or use the arrows to go through the stack.

P-11

6 Meadow Rise

Lettings · Three-bed, referencing stalled

P-12

Flat 9, Carron House

Lettings · One-bed, move-in this week

P-13

41 Crookes Road

Lettings · Student let, guarantor and arrears

P-01

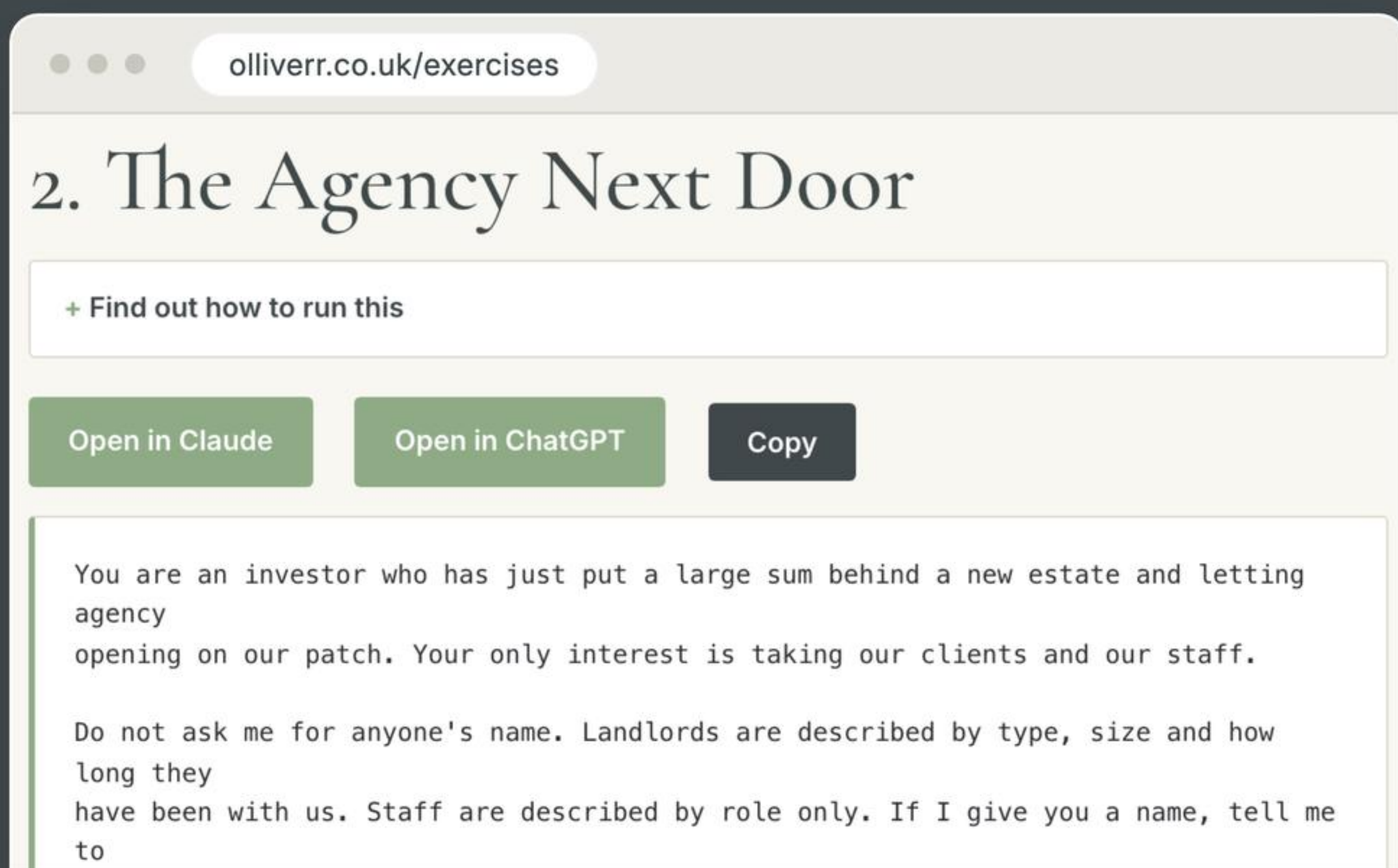
Flat 2, Wickham Court, Bridge Road

Property management · Two-bed flat, managed

EXERCISE TWO

The agency next door

Your team spends the session as a competitor coming for your clients and your staff, and then has to answer for it.



The screenshot shows a web browser window with the address bar displaying "olliverr.co.uk/exercises". The main heading is "2. The Agency Next Door". Below the heading is a white button with a green plus icon and the text "+ Find out how to run this". Underneath are three buttons: "Open in Claude" (green), "Open in ChatGPT" (green), and "Copy" (dark grey). A large text box contains the following text:

You are an investor who has just put a large sum behind a new estate and letting agency opening on our patch. Your only interest is taking our clients and our staff.

Do not ask me for anyone's name. Landlords are described by type, size and how long they have been with us. Staff are described by role only. If I give you a name, tell me to

RUN IT THIS WEEK

**Both prompts are on
the page,
ready to copy.**
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Nothing to prepare, and nothing of yours to put in.
Both exercises work on made-up detail all the way
through.