

Calendar of Events

June 18, 2026

2026 Delivery & Installation Safety Webinar

03:00 PM - 04:00 PM EST

Topic: Delivery & Installation Safety: Protecting Your Team, Your Customers, and Your Bottom Line

Delivery and installation teams are on the front lines of the rent-to-own experience – navigating tight spaces, heavy merchandise, unpredictable environments, and demanding schedules. This session will focus on practical safety strategies designed specifically for the RTO industry, from proper lifting techniques and equipment use to in-home hazard awareness and damage prevention. Participants will explore real-world scenarios, common risk exposures, and proven practices that reduce injuries, claims, and costly property damage. We'll also discuss how to build a safety-first culture that empowers teams to make smart decisions in the field without sacrificing efficiency or customer service. Because a successful delivery isn't just on-time – it's injury-free, damage-free, and done right the first time.

July 14, 2026

LEAP Session 18 | Building the Bench: Developing Leaders at Every Level

03:00 PM - 04:00 PM EST

Topic: Building the Bench: Developing Leaders at Every Level

This session is all about building our bench before we need it. Leadership development doesn't start when someone quits or gets promoted, it starts now. If we're doing our job right, we should always have someone ready for the next step. We'll talk about how to intentionally develop our teams from entry-level all the way up through management. When a manager moves up, someone should already be prepared to step in. And behind them? Another person getting ready. That's how you build real momentum.

Developing people keeps top performers engaged, creates clear career paths, and shows our teams that growth isn't just something we talk about, it's something we invest in. When people see a future with us, they work differently. And that's what builds strong teams and long-term success.

Speaker: Erica St. Charles, Arona Corporation dba Arona Home Essentials