

Strategic FACILITIES MANAGEMENT Workshop

LEARN APPLY ACHIEVE

A results-based approach for Facilities, Real Estate and Property Management Professionals at all levels

Why This Workshop?

Facilities and Property Management isn't just about maintenance.

It's become a complex, strategic role that requires business, leadership and management skills in addition to technical knowledge.

Leverage what you already know and learn leading strategic practices and practical techniques that maximize the value you deliver for your organization.

Join Michel, a recognized thought leader in Facilities Management, in this workshop.

Who Should Attend?

Any Facility, Property or Real Estate Professional who want to develop their strategic FM capabilities:

- Facility or Property Managers
- Estate Managers or Asset Managers
- Operations Management Professionals
- Senior Regional and Global Facility and Property Management professionals
- Contractors and Outsourcing Service Providers
- Developers and Owners

Key Benefits?

Find out why strategic, leadership and business skills are key to success in FM

Learn how to get results with strategic procurement and KPI's

Improve your operations and maintenance by getting, analyzing and using information.

Master techniques that help you influence others, including senior management.

Explore how to manage suppliers and staff to get the results you expect

Discover how to improve customer service delivery and satisfaction

YOUR INSTRUCTOR



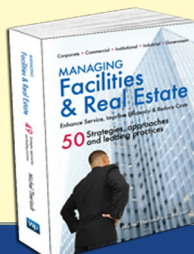
Michel has been recognized for his contribution to FM with a Distinguished Author award from the International Facility Management Association (IFMA) for his book, "Managing Facilities & Real Estate" which emphasizes strategy, management and leadership in the FM role.

In addition, he speaks internationally, contributes to FM publications, blogs on FM issues and is an accredited instructor for IFMA's Facility Management Professional (FMP) designation program. He has also won awards for the facilities he's managed.

Michel is the Principal of Strategic Advisor, an FM consulting & advisory firm based in Canada.

"I look forward to meeting you and sharing strategic approaches to managing your FM responsibilities in this unique program."

Michel Theriault



WORKSHOP CONTENTS

Some of the things we'll cover in this workshop include:

- MAIN**
 - Driving the Shift in Facility Management
 - Strategy in Facility & Property Management
 - Performance Management: Optimizing Performance
 - Procuring FM Services
 - Leveraging Facilities Information for Performance & Decisions
 - Service Delivery & Satisfaction
 - Communicating to Influence
 - Developing Operational Procedures for FM Services & Activities
 - Quality Assurance
- OPTIONAL**
 - Life Cycle Costing for Decision Making
 - Benchmarking Facilities Results
 - Outsourcing Decision, Implementation & Management
 - Promoting Your Role & Your Department
 - Additional Optional Sessions
- CUSTOM**
 - Enhanced Exercises
 - Problem Solving & Team Building Session
 - Consulting Services

Previous Sessions held in
Singapore, Saudi Arabia, Dubai and Abu Dhabi

AVAILABLE IN-HOUSE

This 3-day workshop is customizable for in-house training. From 3 days to 5 days, we can adjust to accommodate your needs or include consulting or facilitated sessions to work on your immediate issues.

For More Information:
michel@strategicadvisor.ca
+1-519-803-5401

More



Strategic FACILITIES MANAGEMENT Workshop

WORKSHOP OVERVIEW

In this workshop, we explore key strategic management practices for FM and discuss how you or your staff can integrate them into your own operations to enhance your services, processes and resources, leveraging the fundamental technical experience and skills you and your staff already know.

Through practical discussions, examples and exercises, you will learn how to use these practical techniques to drive performance from yourself and the staff, systems, suppliers and contractors you rely on to deliver services and manage your facilities or buildings.

TESTIMONIALS

“Your Workshop was absolutely overwhelming. It far exceeded my expectations and has been a tremendous learning experience.”

“Throughout the 3 days it brought stuff to the surface and gave great ideas to take back to the working environment. I have left with 70 points for consideration and implementation.”

“The course content and information is simple to understand and relate to. This is an extremely good course.”

“Thank you for an enjoyable 3 days of great learning and participation. I feel the knowledge I gained gave me tools to change views at the office.”

I have acquired a new skill set that will further enhance my career. You have demonstrated the highest level of professionalism in a unique learning environment.”

WORKSHOP SESSIONS

There are three types of sessions which can be customized to your own needs, building on your own knowledge and expertise.

MAIN **M**

The key underlying strategies you should apply in FM.

OPTIONAL **O**

Additional strategies you can add or replace Core sessions with.

CUSTOM **C**

Customizable sessions to meet your own internal needs.

Driving the Shift in Facility Management **M**

The profession is changing – Are you and your Facilities team ready? This session explores why your team has to learn new strategic skills to complement your existing skills and knowledge in order to succeed in delivering facility services.

- What is changing in the Facility Management Profession.
- The full range of responsibilities in Facilities Management.
- How you & your team need to adapt in order to thrive, get results for your organization and get ahead in your career.
- The top skills, techniques and approaches you and your team need to apply.
- The 'Ideal FM'

Discussion - What is FM to you and what are your experiences in FM as a profession?

Strategy in Facility & Property Management **M**

Developing technical solutions isn't enough. You need to compete with colleagues from other departments within your organization for resources to implement, so you need strategy to make it happen.

- Moving beyond Day-To-Day, from tactical to strategic.
- How to use Strategy in Facility Management.
- Top Strategic Issues.
- Strategic Planning process.

Discussion – what are the top issues you face?

Exercise – Participants develop a 1-page strategic plan for an initiative of their choice. Participants will share their plans with the rest for discussion.

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Performance Management: Optimizing Performance M

It's about more than just what you can do, it's about your entire team. Get better performance from staff and contractors without driving the wrong behaviors.

- Move from measuring results to managing results.
- Influencing behaviors and performance (contractors / staff).
- Developing your Facilities performance management measures, including KPI's (Key performance Indicator).

Discussion – Current performance management in place and the opportunities, issues and changes to improve results.

Exercise – Participants develop their own measurements then discuss measures and why they chose them.

Procuring FM Services M

Your service providers are important to your success. When they fail, so do you. It's to your advantage to get value and results, not just low prices.

- The ideal framework elements for procurement and contracts.
- Procurement steps and processes.
- Evaluating & Selecting the best supplier for performance.
- Implementation for success.
- Techniques, forms and processes to manage performance.

Case Studies & Discussion – Instructor will discuss some case studies from sub-contracting to full FM outsourcing. Participants discuss their own successes and what can be improved.

Leveraging Facilities Information for Performance & Decisions M

Good decisions that improve results require information. Do you have it and can you use it? This session explores how to use information to improve performance and differentiates between data, information and knowledge.

- Converting Data to Information.
- Getting and using information.
- Types, sources, benefits and uses (Maintenance, and Space, Call Centre, Facility Condition, Customer feedback, etc)
- Examples & Discussion – using information to improve results

Exercise – Round table on experiences and examples. The group will explore opportunities and information challenges.

Service Delivery & Satisfaction M

Your team's job is to enable facility occupants and processes to be successful. Perception of your service is as important as reality, whether tenants, occupants, department heads or executives.

- Communication, promotion and setting expectations.
- Managing user/occupant relations.
- Customer Service techniques and approaches for your staff.
- Managing Staff and Service Provider service delivery.
- Measuring results and taking action with surveys.
- Take the walk of the "VIP" to improve services.

Discussion – Round table on service and delivery, with experiences and examples of initiatives that improve staff and supplier performance. The group will discuss and help each other with their service delivery challenges.

Communicating to Influence M

Communication isn't just about conveying information. It's a strategic tool you use to get others to follow procedures and directions, buy-in to your initiatives and give you approvals for your initiatives, business cases and justifications.

- Developing your communications strategically.
- Techniques that influence and those that don't, with examples.
- Converting Facilities Management language to 'C-Suite' language.
- Format and structure that reinforces your message and influences others.
- How to writing Compelling business Cases.

Discussion & Case Studies – Participants will see practical examples and discuss successful communication, including what it takes to convince senior management to approve your initiatives

Each session builds on your existing Facility Management knowledge and background in areas that are crucial to your success.

They provide strategies, insight and practical approaches to manage and improve performance.

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Developing Operational Procedures for FM Services & Activities M

Procedures are a critical part of managing facilities and delivering service while minimizing risks, promoting consistency and enabling staff and contractors to work within an established framework.

- Why procedures reduce risk and improve service consistency.
- Issues with traditional procedures that make them hard to use.
- What should be included in operational procedures.
- How to develop and structure effective procedures.
- Getting staff and contractor input, testing your documentation and training.

Exercise – taking existing procedure and exploring how to better format or review current undocumented process and discuss how to create an effective procedure.

Quality Assurance M

Just delivering services isn't enough. You need to do it in a way that results in quality and consistency while also providing a mechanism to not only check the quality for failures, but prevent service failures in the first place.

- The difference between Quality Assurance and Quality Control.
- Implementing QA procedures.
- Auditing Quality procedures.
- Testing for Quality using various methods.
- Managing the QA Process.
- Taking preventive or corrective action.

Exercise – Participants will decide on a service and develop a summary process for managing and measuring quality.

Life Cycle Costing for Decision Making O

Lifecycle costing is an important tool for managing your facility condition and replacement over it's life but it is also useful for making repair/replacement decisions.

It's easier than it seems, and provides key decision making information you can use to identify the right decisions.

- Reasons for doing lifecycle costing and decisions it can drive.
- The fundamental elements of lifecycle costing.
- Cost inputs (initial, ongoing and final).
- Calculating Lifecycle easily with Excel.
- Making decisions.

Exercise – Using existing issues and situations from participants, walk through the process of developing a Lifecycle costing analysis.

Benchmarking Facilities Results O

Benchmarking identifies areas where improvement is needed, but it should also help you decide how to improve. Traditional benchmarking only tells you whether you need to improve. This session shows how to understand what you need to actually do.

- Why benchmarking helps you improve internal results.
- Issues and considerations about benchmarking in FM.
- Going beyond traditional benchmarking; it's not just numbers.
- Using benchmarking to improve results.
- Benchmarking traps to avoid.
- The 10 step process for benchmarking.

Exercise – using the process to identify areas to benchmark and then develop an initial plan for conducting the benchmarking exercise.

Outsourcing Decision, Implementation & Management O

Whether outsourcing is right for your organization or not, it is a viable business practice that you should investigate. You can also learn from how outsourcing companies work and apply that to your own organization.

- Learn the benefits, drawbacks and issues around outsourcing.
- Find out how to assess your organization for outsourcing.
- Establish the best procurement and contract structures to use.
- Understand how to procure and implement effectively.
- Establish the best stay-back team to manage outsourcing.
- Learn how to implement effective KPI's.

Exercise – Explore the issues, benefits and drawbacks to outsourcing for your own organization.

FREE TAKE-AWAYS

Each Participant receives added value when you take Michel's workshop, including:

- A copy of Michel's book *"Managing Facilities & Real Estate"*
- 175+ page Participant Workbook.
- Supplier Service Performance Assessment Tools Handout.
- Strategic Planning Guide handout (with 3-step process).
- Walk of the VIP Inspection process handout.
- Benchmarking 8-step process handout.
- Communicating to Influence and Strategic Writing handout.
- All form samples and checklists from the book *"Managing Facilities & Real Estate"* in editable Word format.

And more!

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Promoting Your Role & Your Department O

A key challenge is to gain influence within your organization. This session provides techniques you can use to promote your department and your role to improve your visibility.

- Influence at the Boardroom Table (Talking to the 'C' Suite)
- Developing an Image and Branding for your Department
- Communicating results and successes
 - Reports
 - Newsletters
 - Meetings

Discussion – review current techniques participants use and explore improvements and new techniques to implement.

Additional Optional Sessions O

Other sessions on specific areas of Facility Management can be added to longer workshops or substituted for other sessions. These all focus on the management and strategic aspect of the specific areas, not on the technical or tactical details for conducting the work activity.

Budgeting and Financial Management - Operations Budgets, Capital Budget and Planning

Real Estate & Occupancy Management - Leasing (as Lessee and Lessor), Lease Administration, Space Planning & Management, Moves & Relocations, CAFM Systems

Maintenance Management - CMMS Systems, Corrective Maintenance, Preventive Maintenance

Enhanced Exercises C

For in-house training, exercises can be customized or expanded to accommodate the organization's specific interests, situation and issues.

Enhanced exercises are based on the existing main or optional sessions, providing more time to complete an exercise that deals with a particular issue or area of interest.

Exercises enable you to get results at the end of the exercise that you can use. They replace a main session or are conducted during additional days.

- Focused on your current issues
- An external expert to guide your team through the issues
- Engage your team directly to develop or solve issues.

Problem Solving & Team Building Session C

A facilitated session can have your team (including others not from the workshop) work through issues and involve them in the solution. Typically a full or 1/2 day session.

Why use Facilitation?

- Facilitation is a practical, effective way to help you work with your team to develop solutions and ideas for implementation
- You can't run a group session and fully participate at the same time.
- A neutral facilitator, with FM experience, is better equipped to draw out unbiased consensus and buy-in from your team.

With Michel, you get a facilitator with deep experience the FM function, adding credibility with your team and ensuring the session is well grounded in the issues.

Consulting Services C

Take advantage of Michel's presence to get expert, international consulting services along with your workshop.

You probably know what you need to do. Now you have someone who can help you develop and implement your initiatives or develop the structure you need to implement them yourself.

Smaller projects can be done while Michel is on-site over one or more days.

Larger consulting projects can be done remotely, however the initial meeting and activities in-person make the process more effective, so this is an excellent opportunity to tap into Michel's expertise and experience.

BOOK THIS WORKSHOP

Reserve your preferred dates for your on-site training and discuss with us how we can meet your training needs with optional or custom sessions if desired. Available training times are limited and should be booked well in advance.

Contact **Michel Theriault**
Tel **+1-519-803-5401**
Email **michel@strategicadvisor.ca**
Skype **can be arranged with advance notice**



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