

About Michel Theriault

Driving the Shift in Facilities Management

FM Practitioner, Author, Speaker & Consultant to FM

Michel is a practitioner in Facility/Property Management with a passion for the profession and a track record successfully managing Facility and Property operations in-house, as an outsourced integrated FM provider and a service contractor. As an independent consultant, his experience helps Facility Managers assess, analyze, plan and implement initiatives to improve results.

His work, seminars, articles and his recent book stress the strategic and management aspects of facility management as important to leverage for existing technical and tactical knowledge.

The Facility Manager

Michel has experience in large corporations and smaller companies ranging from in-house service delivery to subcontractor services to the largest Facility Management outsourcing provider in Canada as Director of Facilities. Michel is a long-time IFMA member and holds the Real Property Administrator (RPA®) designation from BOMI and is LEED^{AP} certified.

The Author

Michel has written the book "Managing Facilities & Real Estate" and has contributed articles to FM magazines in the UK, Canada, USA, Hong Kong, and the Middle East.

The Speaker

Michel has spoken at IFMA's World Workplace, BOMA' International Conference, Professional Retail Store Maintenance National Conference, the International Sanitary Supply Association National Conference, PM Expo, IIDEX/Neon and others. He has delivered FM workshops, including in the Middle East, and his seminars are well regarded by participants.

Some of Michel's Seminars & Services

- Sparring Partners: Build Supplier Relationships for Better Results
- Don't Write, Communicate : Get Your Message Across & Influence Others
- Intelligent Benchmarking and Beyond
- Are You Invisible? Promote your department for visibility & Success.
- Switch from Price to Value: Get Better Bids with effective RFP's
- Stop Spinning Your Wheels: 5 Ways to Shift from Reactive to Proactive
- Between a Rock and A Hard Place: Customer Service in Facilities
- Coaching, Strategic Planning & Facilitation for FM departments.



"Managing Facilities & Real Estate"

By Michel Theriault

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thebuiltenvironment.ca
Also available Online from Amazon

"This book provides best practice management techniques and strategies for continual improvement that are routinely used by successful senior facility managers and executives to run their operations effectively."
– Ron Swail, Assistant Vice President Facilities & Services, University of Toronto

"I thought the seminar was very good, a lot of good information on where the focus should be and additional materials you'll need to get you the desired results!" - R.D.

"My staff have been coming to me to let me know how they are implementing the ideas you showed us. Your class has been a success." – G.L.

"Thank you very much for the informative session. I believe you presented a very "realistic" approach that I've often seen overlooked." - G.W.

"Your seminar was excellent and informative. I appreciated the information presented as it was very useful." - W.W.

"I'd like to thank you for facilitating our meeting. Not only did you keep us on the 'clock' but your probing questions and summary of discussions will contribute to a better product" – A.M.

"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." - C.B.

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