



The Professional Facilities Manager – Business & People (Intermediate Level)



3-day course

*This course provides tuition for optional
IWFM level 4 and 5 qualifications in facilities management
See 'Professional Recognition' section below for details*

Aim

To provide delegates with practical FM tools and techniques to enhance their confidence and competence in leading, managing and building successful relationships with their people and developing commercial awareness.

Objectives

By the end of this course you will be able to:

Identify the importance of understanding business strategy and where the role of FM sits in achieving it.

Describe the stages of recruitment, being clear about role expectations as well as the importance of induction.

Build, measure and monitor effective relationships with suppliers and specialists.

Define the various techniques for performance management in FM and demonstrate how to set clear objectives.

Explain and demonstrate the use of emotional intelligence in building better communications

Demonstrate how to optimise and develop staff and skills.

Improve your own personal effectiveness.

Description

Intended for public and private sector staff with a minimum of two or three years' management experience in the field, who wish to focus on improving their performance through developing more effective relationships.

Suitable delegates would include: facilities / premises / estates or site services managers; project planners and managers; and consultants / advisers assisting clients with policy-making.

Programme

DAY ONE

08.45 Registration, tea & coffee on arrival

09.15 Welcome, introductions

Welcome to course, overview, introductions and domestic arrangements

09.45 Performance Improvement & Commercial Awareness

How to achieve high performing facilities
The factors that contribute to best practice
How to manage customer expectations while delivering against financial targets

10.45 Tea and coffee

11.00 Performance Improvement & Commercial Awareness (cont.)

How to use service definition to improve delivery
A structured approach to the management of performance of in-house or outsourced services
Tools and techniques for continuous improvement and innovation
Includes exercise worked on in teams

13.00 Lunch

14.00 Recruitment & Selection

Job specifications, managing applications, selecting candidates, interviewing, making the appointment and induction.
Includes exercise

15.30 Tea and coffee

15.45 Recruitment (cont.)

17.00 Close of day one

19.00 Dinner for residential delegates

DAY TWO

09.00 Contracting: relationships with Suppliers & Specialists

The tendering and bid process, developing and selecting appropriate contracts, selection criteria, appointment briefs and reporting arrangements and deliverables
Supplier and specialists' performance, managing and monitoring supplier performance. Developing appropriate contract and service specifications. Objective setting, contract reviews and remedial plans
Risk, skill transference, intellectual property and contractual matters including arbitration process, approaches to litigation and contract termination

10.30 Tea and coffee

10.45 Contracting: relationships with Suppliers & Specialists (cont.)

12.30 Lunch

13.30 Performance Management

What is Performance Management?
The benefits of performance management and setting objectives
Includes exercise

Relationship Management

What is Relationship Management?
New ideas in supplier and specialists relationships: current thinking about ways of working with suppliers
Understanding of the client's short-, medium- and long-term objectives
How to respond to them

15.00 Tea and coffee

15.15 Communication

Good communication skills are essential for success in FM, and technical skills are no longer enough. This is increasingly a critical success factor for FM's, and so this session looks at what is good communication for FM's with customers, service providers, project teams, and what are the key areas for rapid improvement. Includes exercise

17.30 Close of day two

19.00 Dinner for residential delegates

DAY THREE

09.00 Personal Effectiveness & Development in FM

To explore the use of personal effectiveness and time management tools in a way that will practically enable facilities managers to make improvements to the way they manage current workload.

- Getting Clarity and Work/Life Balance: an exercise which is probably one of the biggest ways to increase the amount of time you have, by comparing everything you are doing to the clarity statement and to begin taking control.
- Understanding Task Prioritisation: a matrix tool to reduce the common symptoms associated with poor time management.
- Managing Distractions: to assist in dealing with the external influences that may impact efficiency.

10.45 Tea/Coffee

11.00 Personal Effectiveness and Development in FM cont.

12.45 Lunch

13.30 Optimising staffing and skills

Improving team working

How to get the best out of people with a wide mix of skills, employers and functions

Includes exercise worked on in teams

Motivation through partnership

Knowledge development to match the agreed level of service

14.45 Tea/Coffee

15.00 Optimising staffing and skills cont.

16.25 Course summary.

16.30 Close

Professional Recognition

Delegates receive a Quadrilect Ltd certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



This course also provides tuition for optional
IWFM level 4 and 5 qualifications in facilities management.

The 'Professional FM – Business & People' is accredited to provide tuition for the IWFM level 4 and 5 Award, Certificate and Diploma. Please contact us on 020 7469 1398 or email info@quadrilect.co.uk for a qualifications brochure and further guidance on enrolment.

How do I book?

Telephone: 020 7469 1398

Email: info@quadrilect.co.uk

Website: www.quadrilect.com