



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.
- Be able to manage workplace stress

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 FM Strategy & Performance Improvement

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 FM Strategy & Performance Improvement (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 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

15.30 Tea and coffee

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

17.00 Close of day one

DAY TWO

09.00 Recruitment & Selection

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

Includes exercise

10.30 Tea and coffee

10.45 Recruitment (cont.)

12.30 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

15.00 Tea and coffee

15.15 Optimising staffing and skills cont.

17.30 Close of day two

DAY THREE

09.00 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

10.45 Tea/Coffee

11.00 Performance and Relationship Management cont.

12.45 Lunch

13.30 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

14.45 Tea/Coffee

15.00 Managing Stress

The extent and causes of workplace stress

How to manage workplace stress

Ways of creating organisation culture to minimise stress levels

Legislation

Where to find the latest information

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