



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

### 3-day course



*This course provides tuition for optional  
**BIFM 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 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  
BIFM level 4 and 5 qualifications in facilities management.***

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

**How do I book?**

**Telephone:** 020 7469 1398

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**Website:** [www.quadrilect.com](http://www.quadrilect.com)