

**ESSENTIALS OF FACILITY MANAGEMENT:
INTRODUCTION TO FACILITY MANAGEMENT WORKSHOP (1 MODULE)**

Online and Classroom available

Workshop No. & Name	Workshop Duration (Hrs.)
Introduction to Facility Management	3 hours

**ESSENTIALS OF FACILITY MANAGEMENT:
OPERATIONS AND MAINTENANCE SERIES (4 MODULES)**

Online and Classroom available

Workshop No. & Name	Workshop Duration (Hrs.)
1. Introduction	2 hours
2. The Basics of Building Systems	5 hours
3. The Application of Technology	3 hours
4. The Implications of Health and Safety in Managing Buildings	2 hours

**ESSENTIALS OF FACILITY MANAGEMENT:
WORK MANAGEMENT IN FACILITIES WORKSHOP SERIES (5 MODULES)**

Online and Classroom available

Workshop No. & Name	Workshop Duration (Hrs.)
1. Supervisory Roles in Facility Work Management	2 hours
2. Applying Work Management to Building Systems	2 hours
3. Work Management Tools in Facility Management	2 hours
4. Managing Contractors in Facility Management	2 hours
5. Managing and Tracking Customer Relations in FM	2 hours

Target Audience

Prospective attendees are emerging supervisors that need to be introduced to the field of facility management and gain a better understanding about managing certain aspects of an organization's facilities. Those who could benefit from this training program include:

- Individuals who have recently taken on the role of providing the first level of leadership to a work unit or team that is responsible for working with one or more aspects of the facilities of an organization.
- Individuals who have some technical trade or office work experience and want to explore the field of facility management.
- Individuals who are in charge of managing the contracts for an organization's FM-related services.
- Individuals who are new to the field of facility management with little or no technical background.



Overall Goal

IFMA has developed an entry-level training program to meet the educational needs of emerging facility management professionals in the global FM markets. The program is grounded in the basic concepts that describe the field of facility management, and addresses how those concepts can be of value to an organization. The primary focus is towards the supervisor's/unit leader's role in tactical planning, scheduling and accomplishing daily FM tasks, and supporting the operation of an organization's facilities.

Essentials of Facility Management Program

This program is a series of three training workshops that will address the basic essentials needed to become (or be more effective as) a supervisor or work unit leader in the FM field. The course workshops titles are:

- I. Introduction to Facility Management Workshop
- II. Operation and Maintenance Workshop Series
- III. Work Management in Facilities Workshop Series



For more information please visit IFMA's online workshops at www.ifma.org/essentials

ESSENTIALS OF FM

INTRODUCTION TO FACILITY MANAGEMENT WORKSHOP

Workshop 1: The Introduction of Facility Management

- Describe the definition and functions of facility management
- Explain how important managing a facility is to an organization.
- Explain the role of facility management in the organization.
- Identify a variety of roles and responsibilities of those working in the facility management profession.
- Identify the 11 major competency areas that comprise the field.
- Be able to recognize how FM professionals work with these different competency areas as they carry out their duties.
- Identify some of the challenges encountered while carrying out the FM role in different types of organizations and regions.

OPERATIONS AND MAINTENANCE WORKSHOP SERIES

Workshop 1: The Basics of Operations and Maintenance

- Describe the basic terms and definitions associated with the operations and maintenance (O&M) of a building.
- Compare the differences between reactive and preventive maintenance and associated maintenance techniques.
- Identify the basic functions of O&M: housekeeping services, utilities and consumption, and maintenance.

Workshop 2: The Basics of Building Systems

- List and describe basic building systems: foundations, structure, exterior, mechanical, electrical, plumbing, fire protection and site systems
- Explain the operational activities associated with each building system.
- Identify where to apply maintenance programs to each building system.

Workshop 3: The Application of Technology in Operations and Maintenance

- State the basic terms and definitions associated with work management in buildings: Computerized Maintenance Management Systems (CMMS) and Integrated Work Management Systems (IWMS).
- Describe basic building operating systems: Building Automated Systems (BAS), Energy Management Systems (EMS).
- Explain how these technologies aid in accomplishing work.

Workshop 4: The Implications of Health and Safety in Managing Buildings

- State the relationship between the processes and procedures for occupant health, safety, comfort and the operation and maintenance of buildings.
- Explain the need for processes and procedures for personal safety and occupant safety in facility services; use of Personal Protective Equipment (PPE), material safety data, handling of hazardous materials, lock-out tag-out, emergency preparedness and other safety procedures.
- Identify basic health and safety regulations associated with the operation of buildings.

WORK MANAGEMENT IN FACILITIES WORKSHOP SERIES

Workshop 1: Supervisory Roles in Facility Work Management

- Describe the facility supervisor's role in the organization.
- Describe the basics of scheduling work.
- Explain the basics of time management.
- Identify the time, cost and resources needed to manage facility work.

Workshop 2: Applying Work Management to Building Systems

- Identify types and priorities of facility work
- Apply a structure to facility work management.
- State the basics of planning and scheduling facility work.

Workshop 3: Work Management Tools in Facility Management

- Describe the role of productivity in the effective management of facilities
- Identify productivity tools.
- Identify scheduling tools.
- Describe the basics of automated work management systems.

Workshop 4: Managing Contractors in Facility Management

- Identify basic types of facility service contracts
- Compare the differences between in-house FM services and out-sourced service providers.
- Describe basic management techniques for service contractors.

Workshop 5: Managing and Tracking Customer Relations in FM

- Communicate the importance of professionalism and customer service.
- Identify and demonstrate good customer service and follow-through.
- Develop methods for customer feedback.
- Identify and apply techniques for dealing with positive and negative customer feedback.