



Success in FM... the necessary ingredients

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Rock the Foundation 2011



The ingredients are ...

- **Strong Leadership**
- **Investment in our people**
- **Consistent learning**
- **Adaptable to change**
- **Be a Change Agent**
- **Be a Futurist**



Successful Adaptation

.... and Continuous Growth

“Adapt or Perish”

H.G. Wells



Growth comes from facing challenges



- Pressures to address sustainability issues
- Advanced technology solutions
- Complex organizational structures (teleworking, fluctuations in labor force, alternative workplace strategies)
- Keeping the skills and knowledge of your FM personnel current
- Contract governance - Outsourcing



IFMA Current Trends & Future Outlook in FM 2011



- Sustainability
- Complex Building Technology
- Preparedness
- Quantity and Complexity of FM Data
- Finding Top Talent
- Elevating the FM Profession



IFMA Current Trends & Future Outlook in FM 2011



- Economic Recession and the Aging Building Stock
- Evolving Skill sets and Business Acumen
- Enhancing Workplace Productivity
- Changing Workplace



Change Agent “Solution Architect”



**“Life begins at the
end of your
comfort zone”**

Unknown



FM Organizational Re-Commissioning



- Re-examine the objectives of your FM organization
- Question the current criteria for measuring performance
- Create and document processes to achieve greater success in.....
- Verify, document, and report actual performance



Be a Futurist





Wanted: A FM who likes unbelievable challenges, tolerates strange happenings, “sees” into the future, handles a 10:1 ratio of questions to answers, cultivates a sixth or maybe even seventh sense, deals with complicated requests, copes with multiple in-bounds and expertly balances needs versus wants.



**Leadership =
Victor not Victim**



Victor	Victim
Ownership	Blame
Accountability	Excuses
Responsibility	Denial

**Have the courage to be a
Victor!**



**Leaders are willing to
invest in people...**

- Time
- Money
- **Conversation...** is a professional sport. Who you are is a result of the conversations you are having!



Be alert to opportunities

- Stay at the forefront of technologies and best practices
- Training, reading, networking
- The right perspective – a changing workplace can be a great source of personal and professional satisfaction.



Training

- CFM-Certified Facility Manager
- FMP-Facility Management Professional
- SFP-Sustainability Facility Professional



CFM

Certified Facility Manager




- Program began in 1992
- There are over 3,100 CFMs in 32 countries
- Assures professional excellence
- Establishes standard for global practice
- Promotes the value of the profession
- Influences the direction of the FM profession




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FMP

Facility Management Professional



- Early-to mid-career facility management practitioners seeking enhanced knowledge and skills.
- Individuals who are transitioning into the FM profession.
- Related-industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- Students entering the profession from colleges, universities, certificate or technical programs.



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SFP

Sustainability Facility Professional

- Facility management practitioners with a baseline of FM industry knowledge.
- FM professionals with proven experience transitioning into sustainability related positions.
- Related industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- CFMs and FMPs interested in expanding their depth of expertise in the area of sustainable facility management.



Our Ultimate Goal

- FM professionals are to provide a safe, healthy and productive work environment.
- We must make our companies competitive.
- This takes a highly motivated and productive workforce that is constantly learning and adapting to new realities, training, and professional development.



Success in FM...



“Hope is not a strategy”

Teena Shouse
CFM, IFMA Fellow



The Ambition Effect

(Internal desire to attempt something new)



- **Ambition triggers action**
- **Every action creates an experience**
- **Experience reveals the possibilities**
- **The possibilities inspire new ambition or action**



... the necessary ingredients



“Faith is taking the first step without seeing the whole staircase”

Martin Luther King, Jr.



Future of FM



“To expand our knowledge of the **Built Environment** in a changing world through scholarships, education and research”



www.ifmafoundation.org



Discussion



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Thank you!

