



## The FM Business School (Advanced)

### 3-day course



***This course provides tuition for optional  
IWFM level 5 and 6 qualifications in facilities management  
See 'Professional Recognition' section below for details***

### **Aim**

To develop an understanding of facilities from a strategic perspective in order to enable more effective dialogue with senior management and directors, and thus raise the profile and recognition of the vital contribution a professional FM service makes to organisational success.

### **Objectives**

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

*Where FM sits within the context of organisational and business infrastructure  
How to identify the FM strategy that will best satisfy your organisation  
How FM is viewed by senior management and by Boards of Directors  
How to relate your service to corporate strategy  
New ways of working and the workplace of the future  
The workplace in the light of changing organisational and commercial requirements  
New design features and new ways of working  
What kinds of buildings and support infrastructure we need in the future  
What leading-edge occupiers are doing and predicting  
How to ensure there is adequate property available to support the business needs of the organisation - and avoiding costly oversupply  
How facilities managers can promote Corporate Responsibility within their organisation  
How to measure and improve performance in Corporate Responsibility  
The business case for investment in Corporate Responsibility  
FM, Contracting, PFI and property – the current and potential future directions  
Pressures in the UK world of PFI and PPP and the ongoing real estate challenge  
How people respond to new working practices, and how they are affected by change  
How to maintain morale and commitment during change  
What we mean by cultural change, and how it can be achieved  
Planning & leading change including an 8 stage model*

### **Description**

The programme focuses on strategic facilities planning in the context of change.

The course explores the critical relationship between business and organisational objectives and facilities management operations. It provides both new ideas and the opportunity for managers to extend and refine their knowledge and skills.

It highlights ways in which innovative practice can help policy maker's model new approaches and resourcing structures. It addresses the key issues affecting the successful implementation of change.

A key feature of this course is a group exercise conducted in syndicates culminating in a presentation to a 'board of directors' on the final afternoon. The purpose of the exercise is to reinforce knowledge from the presentations, and encourage delegates to articulate the importance and value that effective Facilities Management can deliver to organisations.

## **Programme**

### **DAY ONE**

**8.30 Registration, Tea & Coffee**

**9.00 Welcome, Introduction, BIFM qualifications**

Includes information and answering any questions about the BIFM qualifications

**9.30 A Strategic Vision for FM**

The opening session gets delegates to consider FM from a strategic perspective, and introduces the brief for the exercise.

**11.00 Tea & coffee**

**11.15 A Strategic Vision for FM**

**12.30 Lunch**

**1.30 Stick-Y-Cel Introduction**

**2.45 Tea & coffee**

**3.00 Corporate Responsibility**

How facilities managers can promote Corporate Responsibility within their organisation; how to measure and improve performance in this area and the business case for investment in Corporate Responsibility.

**4.00 Property Strategies**

How do Facilities Managers evaluate how well their current space and real estate meet the requirements of the organisation? This session reviews some of the tools and techniques that will assist them to do this and to begin to develop a property strategy for changing organisational needs.

**5.30 End of day one**

### **DAY TWO**

**09.00 The Workplace of the Future**

The wide variety of available workplace settings is explored, and how they are based on the need of the user, the role and organisation.

**10.45 Tea & coffee**

**11.00 New Technologies in FM**

A comprehensive review of new and emerging technologies that will impact work and the workplace, with visions of the future and case studies from innovative workplaces. This session will allow FMs to understand the key trends and adopt technology that can lead to FM innovation.

## 12.45 Lunch

### 1.45 Evolution of FM, Property and Workplace

The session describes how the FM market in the UK has evolved and what lessons can be learned from studying the characteristics of each stage. The debate goes onto comment on what the trends are today and how the FM market of the future may look

### 3.30 Tea & coffee

### 3.45 Stick-Y-Cel Exercise

### 5.30 Close of day 2

## DAY THREE

### 09.00 Managing People Through Change

Using real situations that participants are facing, in this session we

- a) Look at the context and background of organisational change,
- b) Explore the people issues that need to be addressed (at the organisational and individual level) during any change, and finally
- c) Consider the aspects involved in planning change

**Coffee will be served at 10.30 during the session**

## 12.30 Lunch

### 1.30 Stick-Y-Cel Exercise

### 3.15 Tea & Coffee

### 3.30 Presentations to 'Board of Directors' and Feedback

Each team makes a presentation to the Board of Directors

### 4.45 Review, evaluation forms & Certificates

### 5.00 Course 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 5 and 6 qualifications in facilities management.**

The 'FM Business School' is accredited to provide tuition for the IWFM level 5 and 6 Award, Certificate and Diploma. Please contact us at [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment.

### **How do I book?**

**Telephone:** +44 (0)7483 348 760/224

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