



## 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.
- Managing Wellbeing at Work

### 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**

Recruitment and selection of the right staff is crucial to the success of our teams, departments and the organisation. In this session we will explore the role of planning for recruitment, determining essential skills through the preparation of job and person specifications and understanding where your own biases may get in the way of your decision making. The role diversity, inclusion and equality play in selection of the best person for the role as well as identifying the types of questions that you may ask during the process. We'll also focus on the onboarding you have for new staff, so that they feel integrate them into your team.

#### **10.30 Tea and coffee**

#### **10.45 Recruitment (cont.)**

#### **12.30 Lunch**

#### **13.30 Optimising staffing and skills**

The second part of the day will focus on building high performing teams whilst creating an environment for success. We'll explore the stages of team development and the varying styles this requires as a manager to develop confidence and self-efficacy within each team member through excellent delegation and motivational techniques.

**15.00 Tea and coffee**

**15.15 Optimising staffing and skills cont.**

**17.30 Close of day two**

## **DAY THREE**

### **09.00 Performance Management**

Performance management shouldn't be laborious or something you put off. It should be a way of helping people to see where they are getting things right as well as where they can be doing things in an even better and this session will show you how to do exactly that. From objective setting to having great conversations with your teams and clients this session will focus on a variety of communications that will enable you to build better relationships whilst focusing on continually improving performance.

**10.45 Tea/Coffee**

**11.00 Performance Management cont.**

**12.45 Lunch**

### **13.30 Wellbeing and Stress Management**

The final session will focus on how you manage yourself to take care of your wellbeing whilst working under pressure. Stress can build up over a period of time without us being aware of the impact it is having on ourselves and those around us. We'll look at the impact, the characteristics and some really practical ways to manage it.

**14.45 Tea/Coffee**

**15.00 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  
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](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment.

**How do I book?**

**Telephone:** 07483 348 224

**Email:** [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)

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