

2021

FM TRAINING OUTLOOK SURVEY EXECUTIVE SUMMARY

In 2019, the Professional Facility Management Institute (ProFMI) and Building Operating Management (BOM) magazine conducted the first Facility Management (FM) Training Outlook survey to determine the need for facility management training and credentials from both the employer and employee points of view. With the unprecedented hurdles facility managers faced in 2020, the survey was enhanced and repeated in 2021 to identify current needs for FM training and credentials and how sentiments may have shifted from 2019.

This study answered several key questions across four categories. Here's a sampling of what the study uncovered.

1 THE VALUE OF FM TRAINING

Do FM employers and individuals recognize a need for facility management training? What is the impact of training and how accessible is it to the FM workforce?

- 91%** 91% of FM employers say there's a gap between the knowledge and skills their team has and what they need to excel.
- 79%** Training can make an impact, with 79% of FM employers saying that FM training and credentials result in better job performance.
- 61%** 61% of FM employers are planning to implement FM training this year.



2 ADDRESSING THE FM SKILLS GAP



What are the top priorities for FM employers and staff when it comes to facility management training?

- ...** FM Managers identify Capital Planning and Compliance & Standards as their top training priorities for themselves.
- ...** FM Managers say their team's top training needs are Leadership Skills, Strategic Planning, Emergency Management and Communication.
- ...** FM non-managers say their top need for training is Capital Planning.

3 IMPORTANCE OF FM CREDENTIALS & QUALIFICATIONS

Is there a place for professional credentials and qualifications in FM?
What value do FM credentials provide and how desirable are credentials for FM professionals?

- 72% 72% of FM employers say a credential or qualification is an influential factor in hiring or promoting FM staff.
- 74% 74% of FM professionals say FM training and credentials provide preparation for career advancement.
- 94% 94% of FM professionals would pursue an FM credential if their employer supported them financially.



4 PIVOT TO REMOTE WORK



How did the pandemic impact the jobs of facility managers and how did workplace shifts influence FM training priorities?

- 48% 48% of facility managers worked remotely at least one day per week while 47% remained onsite throughout the pandemic.
- 47% For FMs who remained onsite, Communication was the top training priority while those who worked remotely identified Emergency Management as their top need.
- 72% 72% of remote FMs said that credentials were more important now than in past years.

Looking Ahead

Around the world, studies have shown that a significant number of employees will be looking for new job opportunities in 2021. In an industry where qualified and experienced staff are difficult to find, this could create additional strain on employers. Providing opportunities for FM staff to pursue training and credentials differentiates employers and helps retain top talent.

For FM professionals, the ability to adapt to change has always been key to success. The implementation of space planning, emergency preparedness and asset management will be at the forefront in coming months. FMs can set themselves apart for advancement by developing a complete FM skill set and earning an FM credential.

"Facilities Management is truly coming of age in part due to its growth internationally but also in part to the growing competencies, skills and awareness of those that are serving within the sector."

Stan Mitchell, CEO, Key Facilities Management International

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