

2021

FM TRAINING OUTLOOK SURVEY

Survey Conducted February - March 2021

ProFMI[®]

PROFESSIONAL
FACILITY MANAGEMENT
INSTITUTE

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Special thanks to ProFMI's industry partners who helped disseminate the survey to facility management professionals around the globe.

EXECUTIVE SUMMARY

In 2019, the Professional Facility Management Institute (ProFMI) and *Building Operating Management* 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.

The study answered several key questions across four categories. Continue reading the full report for more details.

1 The Value of FM Training

**Do FM managers and staff 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 managers 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 managers saying that FM training and credentials result in better job performance.
- 61%** 61% of FM managers are planning to implement FM training this year.



FM managers and staff agree that a knowledge gap exists. Employers are stepping up to offer training to help close that gap while improving job performance and confidence.

2 Addressing the FM Skills Gap

What are the top priorities for FM managers 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 teams' top training needs are leadership skills, strategic planning, emergency management, and communication.
- ...** FM staff say their top training needs are capital planning, financial management, strategic planning, and compliance & standards.



More employers are formalizing their FM knowledge and skill requirements in order to identify gaps. However, training priorities differ according to managers and staff.



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



It is clear that FM credentials and qualifications influence career advancement. They are such an important differentiator that staff are willing to fund their goal if employers won't.

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 FM professionals worked remotely at least one day per week, while 47% remained on site throughout the pandemic. 5% of FM professionals were already working remotely prior to the pandemic.
- 47%** For the 47% of FM professionals who remained on site, communication was the top team training priority. Those who worked remotely identified emergency management as their teams' top need.
- 72%** 72% of remote FM professionals said that credentials were more important now than in past years.



Facility managers who transitioned to remote work were more aware of skills gaps and the importance of professional credentials.

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



THE VALUE OF FM TRAINING

Facility management responsibilities have expanded well beyond operations and maintenance to include more business and strategic leadership roles. FM leaders indicate a clear need for more knowledge and skills on their teams, but hiring individuals with the right skill set is a challenge and professional development funding isn't readily available.

Industry-defined training helps organizations and individuals bridge their gaps with current, practical skills and best practices.



● The Knowledge, Skills & Abilities Gap Is Clear in FM.

91%

91% of FM staff say they could use more FM knowledge, skills, or training for their current job.
▲ Up 12% from 2019

91%

91% of FM managers say there's a gap between the skills and knowledge their team has and what they need to excel.
▲ Up 10% from 2019

72%

72% of FM managers have had difficulty finding job applicants with the right technical and/or managerial skills.

● FM Training Can Close the Gap.

79%

79% of FM managers say FM training and credentials result in better job performance.

88%

88% of FM staff say they could use more FM knowledge/skills/training to advance in their job or organization.

According to FM managers, the top 3 benefits of FM training and credentials are:

- 1 Better job performance
- 2 Increased confidence
- 3 Addressing FM skills gap

● Employers Look to Offer More FM Training.

49%

49% of FM managers say they have been encouraged by senior leadership to increase FM training for their staff.

61%

61% of employers are planning to implement FM training this year.

58%

58% of employers say they do provide funding for staff to pursue external FM training or credentials/qualifications.

24%

Only 24% of FM staff are aware that they have access to funding for FM training.
▼ Down 52% from 2019

"As an FM leader responsible for the execution of services at multiple properties, I feel it is imperative that our team members on the front line be equipped with the tools and skills necessary to perform successfully. In today's busy climate, time is a high-priced commodity; team members would benefit from an efficient method to fill their toolboxes and enhance their skillsets in short order."



Darrell X. Rounds, FMA®,
C.E.M. Operations Group
Manager GM Sustainable
Workplaces

TAKE ACTION

With a growing knowledge gap, employers can elevate internal performance, improve job satisfaction, and reduce external recruitment requirements by implementing practical and relevant FM training.

ADDRESSING THE FM SKILLS GAP

In a 2017 study involving more than 3,300 professionals from around the globe, a standard set of critical facility management knowledge areas and competencies were identified.

Gaining experience and skills across this full body of knowledge can take an entire career if left to on-the-job learning. Identifying skills gaps and addressing them with training opportunities is the most efficient way to address growing needs.



● Employers Are Formalizing their FM Departments' Knowledge & Skill Requirements.

64%

64% of employers have a formal definition of the FM knowledge and skills required for their FM team or department.

▲ Up 16% from 2019

● Funding for FM Training Is Limited and Declining.

58%

58% of employers say they provide funding for staff to pursue external FM training or credentials/qualifications.

▼ Down 8% from 2019

● Training Priorities Vary for FM Managers and Staff.

Managers were asked to identify areas where their teams could benefit from training and areas where they themselves needed training. Staff were asked to identify their own training needs. Here are their ranked top 10 priorities:

Where FM Teams Need Training (According to Managers)

- Leadership skills
- Strategic planning
- Emergency management
- Communication
- Capital planning
- Environmental health & safety
- Compliance & standards
- Innovation
- Project management
- Sustainability

Where FM Staff Need Training (Self-Identified)

- Capital planning
- Financial management
- Strategic planning
- Compliance & standards
- Project management
- Contract management
- Sustainability
- Construction
- Emergency management
- Innovation

Where FM Managers Need Training (Self-Identified)

- Capital planning
- Compliance & standards
- Strategic planning
- Leadership skills
- Emergency management
- Environmental health & safety
- Contract management
- Space management
- Financial management
- Project management

"Our FM industry has changed dramatically over the past decade. Not only are we seeing a knowledge, skills, and abilities (KSA) gap, as seasoned professionals leave their organizations, but we're also seeing FM professionals being asked to take on more strategic and business-oriented functions. With new ISO standards, regulatory changes, and redirection of business objectives, FM professionals are facing a spectrum of responsibilities that require a broad set of skills."



Stormy Friday, MPA,
Hon. FMA, IFMA Fellow,
President, The Friday
Group

TAKE ACTION

It is imperative that forward-thinking organizations have a plan to address their teams' specific skills gaps. Giving individuals the knowledge and resources they need to manage their facilities according to industry best practices delivers immediate and long-term value.

IMPORTANCE OF FM CREDENTIALS

While professional credentials are often thought of as an individual goal for career advancement, credentials are a win-win opportunity for both individuals and employers.

Knowledge and skill development means better job performance and productivity, while credentials communicate credibility to clients. For employers who support their staff, satisfaction and retention rates increase.



● FM Credentials Help Facility Managers Stand Out from the Crowd.

72%

72% of FM managers say a credential or qualification is an influential factor in hiring or promoting FM staff.

21%

Only 21% of FM staff have earned an FM credential, making it a real differentiator among job candidates.

● FM Staff Are Willing to Invest if Their Employers Won't.

71%

71% of FM staff believe that FM credentials are more important for the FM profession than in previous years.

74%

74% of FM staff say FM training and credentials provide preparation for career advancement.

85%

85% of FM staff would or have already invested their own money in FM career development/training.

▲ Up 42% from 2019

According to FM staff, the top 3 benefits of FM training and credentials are:



Prepare for career advancement



Credibility with employer/clients



Better job performance

94%

94% of FM staff would pursue an FM credential if their employer supported them financially.

▲ Up 24% from 2019

"When you support your team to earn a holistic FM credential, you get everyone speaking the same language, moving in the same direction, and working as a team. I chose to pursue a credential, and asked the management team to do the same, because I don't want to ask my team to do something that I'm not willing to do myself."



Keith Tate, ProFM, AIA, CPM, LEED GA, Facilities Management Director, Polk County BoCC



TAKE ACTION

Facility professionals have a strong desire to enhance their skills and credibility to advance in their careers. As employers struggle to backfill retirement gaps, credentials can play a big role in staff retention.

PIVOT TO REMOTE WORK

Facility management is largely a hands-on job. While many facility managers were able to work from home a few days a week through the pandemic, the majority had on-site responsibilities, evaluating and adapting their facilities to new health and safety protocols and keeping their organizations operational.

The role of the workplace is shifting as remote and hybrid models gain traction. This new frontier is creating new responsibilities and challenges for facility managers to navigate.



FM Professionals Experienced a Mix of On-Site and Remote Work.

48%

48% of FM professionals transitioned to remote work for at least 1 day/week during the pandemic. Of those who transitioned to remote work, most split their time between remote and on site.

Average time worked remotely over the past year

1 day/week	12%
2 days/week	25%
3 days/week	29%
4 days/week	13%
5 days/week	21%

Work Location Had an Impact on Training and Credential Priorities.

Percentages of FM managers who say there's a gap between the skills their team needs and what they currently have:

94%

Remote
FM Managers

88%

On-Site
FM Managers

Percentages of FM managers who say that credentials are more important than in past years:

72%

Remote
FM Managers

53%

On-Site
FM Managers

Top Team Training Priorities for Remote FM Managers

- Emergency management
- Leadership skills
- Capital planning
- Contract management
- Strategic planning

Top Team Training Priorities for On-Site FM Managers

- Communication
- Environmental health & safety
- Leadership skills
- Project management
- Compliance & standards

"A large percentage of facility managers that remained on site during the COVID pandemic typically worked for essential businesses and remained on site out of necessity due to unprecedented challenges. These FMs were executing business continuity plans, expanding sanitation services, performing temperature screening services, augmenting site and furniture configurations to accommodate social distancing, and more."



John Hajduk, ProFM
Vice President Facilities
Services Sodexo

TAKE ACTION

The pivot to remote work in 2020 illustrates and foreshadows what facility professionals of the future will need to manage. Remote or not, this experience helped to highlight a gap in FM skills that needs to be addressed through training.

DEMOGRAPHICS

The 2021 FM Training Outlook Survey was conducted online between February and March 2021. The survey was distributed to contacts of ProFMI, McMorrow Reports, FM Link, National Facilities Management & Technology (NFMT), the Association for Facilities Engineering (AFE), and the Asociación Panameña de Facility Management (APAFAM). The following is a summary of participants' demographics.

2021 FM Training Outlook Survey Participants

231 Qualified Respondents

(lead or perform FM functions)

78% Manage one or more staff

22% Manage no staff

23 Unique countries

51% Within the USA

49% Outside the USA

Top Responding Countries

- | | |
|------------------|-------------------|
| 1 USA | 5 Canada |
| 2 Nigeria | 6 Botswana |
| 3 Ghana | 7 Panama |
| 4 Egypt | 8 UAE |

Years in the FM Profession

49% Have 10 years or less

51% Have 11+ years

Years in FM	%
<2	9%
2-5	19%
6-10	21%
11-15	18%
16-20	10%
21+	23%

FM Team Size

Team Size	%
0-1	4%
2-4	19%
5-9	21%
10-24	27%
25-49	12%
50-99	3%
100+	13%

Primary Building Type

Building Type	%
Commercial	39%
Other	19%
Government	13%
Healthcare	10%
K-12 schools	8%
Higher education	4%
Hospitality	3%
Retail	2%
Industrial	1%