

2022 FM TRAINING OUTLOOK SURVEY EXECUTIVE SUMMARY

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PROFESSIONAL
FACILITY MANAGEMENT
INSTITUTE

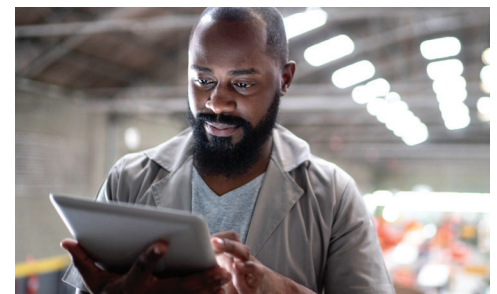
Since 2019, the Professional Facility Management Institute (ProFMI) and Building Operating Management (BOM) magazine have been conducting the Facility Management (FM) Training Outlook Survey to determine the need for facility management training and credentials from both the management and staff points of view. The latest survey was conducted in February and March of 2022 to identify FM workforce trends, determine the current need for FM training and credentials, and gauge how sentiments may have shifted over time.

This study answered several key questions across the following four categories.

1 BUILDING AND RETAINING THE FM WORKFORCE

How has the “Great Resignation” impacted the FM profession? How can employers attract and retain top talent to help meet their organization’s strategic goals?

- 66% of FM managers and staff have left or have considered leaving their job in the past year.
- The top 3 ways for organizations to retain facility professionals are:
 1. Increase compensation or benefits.
 2. Provide opportunities for professional development or training.
 3. Offer opportunities for internal advancement.
- 54% of FM leaders expect to have open FM-related positions primarily due to staff moving to other organizations, senior staff retiring, and organizational growth requiring more staff.



★ **Across industries, employees are seeking new job opportunities. Understanding and delivering the opportunities identified by facility managers will help employers increase retention.**

2 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?

- 86% of FM employers say there’s a gap between the knowledge and skills their team has and what they need to excel.
- Training can make an impact, with 74% of FM employers saying that FM training and credentials result in better job performance.
- 57% of FM employers are planning to implement FM training this year.

★ **Overwhelmingly, FM managers and staff agree that training is needed for job performance and growth. More employers are adding training to their budgets in recognition of the confidence and credibility boost it provides.**

3 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 compliance & standards, strategic planning, and project management as top training priorities for themselves.
- FM managers say their team's top training needs are compliance & standards, leadership skills, and emergency management.
- FM staff say their top training needs are project management, emergency management, capital planning, and utility management.



- ★ The most efficient way to deliver training is to understand what knowledge and skill gaps exist. Facility managers who have a clear picture of their existing skill sets are more in tune with where FM training is needed.

4 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?

- 77% of FM employers say a credential or qualification is an influential factor in hiring or promoting FM staff.
- 61% of FM managers say that credentials and qualifications are more important in 2022 than in previous years.
- 69% of FM staff say FM training and credentials result in increased confidence.
- 82% of FM professionals would pursue an FM credential if their employer supported them financially.

- ★ More employers are looking at FM credentials and qualifications as differentiators when evaluating job candidates. More FM professionals are pursuing credentials, but financial support from employers is needed for widespread adoption.

Looking Ahead

2022 is proving to be a year of rebuilding and growth around the world. With a limited talent pool and a competitive hiring landscape, a key challenge for employers will be to find enough talent to effectively manage their facilities and enable their organizations to meet their strategic goals.

Instead of relying on external recruitment, more employers are utilizing internal training funds to help FM staff with high potential build the right skills while increasing confidence and credibility.

For FM professionals, more are taking advantage of growing access to employers' training funds and earning FM-related credentials to boost job performance and build a competitive advantage for long-term career growth.

"We've officially entered the new frontier work environment and FM leaders face the challenge of finding and recruiting qualified staff. One solution is to assess the internal talent gaps and determine how to upskill and reskill their current staff. Developing FM staff knowledge, skills and abilities will elevate their job performance and contribute to the FM organization's overall success."

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