

Survey Conducted February - March 2022



2022 FM TRAINING OUTLOOK SURVEY

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

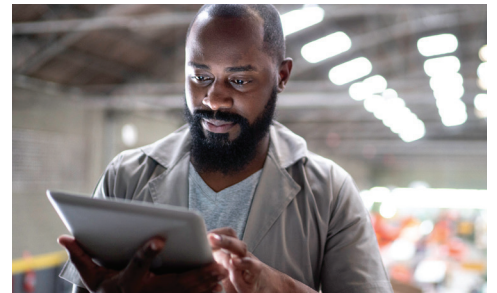
Since 2019, the Professional Facility Management Institute (ProFMI) and Building Operating Management (BOM) magazine have been conducting the Facility Management (FM) Training Outlook Survey to determine the need for facility management training and credentials from both the management and staff points 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.

“Other than rental costs, what’s typically your largest expenditure? Your PEOPLE. So it’s really not a question of can you afford to train and invest in your people, it’s can you afford not to?”



John Hajduk, ProFM,
Executive Director
Facilities Operations,
Sodexo

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 and standards, strategic planning, and project management as top training priorities for themselves.
- FM managers say their team's top training needs are compliance and 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.

★ **For further analysis and resources pertaining to the 2022 FM Training Outlook Survey, visit www.ProFMi.org/2022-insights**

"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."



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

BUILDING AND RETAINING THE FM WORKFORCE

One of the biggest challenges facing employers in 2022 is hiring and retaining staff. The pandemic has inspired many individuals to seek new opportunities. In FM, where the retirement gap was already looming pre-pandemic, positions have opened across all career levels.

By knowing what new and experienced FMs are looking for, employers can differentiate themselves, increase retention, and build an effective workforce.



FM Jobs Are Available and Need to be Filled.

66% 66% of FM managers and staff have left or have considered leaving their job in the past year.

54% 54% of FM leaders expect to have open FM-related positions in 2022.

Open FM-related positions can be categorized as:

Technical/Trades	34%
Entry Level	30%
Middle Management	22%
Senior Management	14%

The Reasons for Open Positions Vary.

65% 65% of FM employers have had difficulty finding individuals with the required **technical** skills.

35% 35% of FM employers have had difficulty finding individuals with the required **management** skills.

Top 3 reasons for open positions:

- 1 Lost staff to other employers
- 2 Retirement of senior staff
- 3 Growth requires more staff

Staff Retention Can Be Improved with the Right Incentives.

FM staff identified the top 3 factors that would influence them to stay at their current organization:

- 1 Increased compensation/benefits
- 2 Development/training opportunities
- 3 Internal advancement

TAKE ACTION

For employers, the loss of staff can mean lower productivity, lost institutional knowledge, recruiting and onboarding costs. Leaders can increase retention and job satisfaction by offering incentives such as benefits, training, and advancement opportunities.



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

"As a government agency, we can't compete with the money being offered to FMs in the private sector right now. We need to find people looking for the stability, hours, professional development, and retirement benefits we bring to the table. FM training and career development is something that can differentiate us as an employer."

THE VALUE OF FM TRAINING

If it wasn't clear before, the past two years have taught organizations, across industries and around the globe, that facility managers are essential to the continuity of their strategic operations. Their broad range of skills are in high demand, but as we've just learned, it has been difficult for employers to find and keep top talent.

FM training offers a win-win solution, increasing job performance, confidence, and retention while building the workforce employers need for the future.



► The Knowledge, Skills & Abilities Gap is Persistent.

85%

85% of **FM staff** say they could use more FM knowledge, skills, or training for their **current job**.

74%

74% of **FM staff** say they could use more FM knowledge, skills, or training **to advance in their job or organization**.

86%

86% of **FM managers** say there's a gap between the skills and knowledge their team has and what they need to excel.

► FM Training Benefits Employers & Staff.

74%

74% of FM managers say FM training and credentials result in better job performance.

66%

66% of FM managers say FM training and credentials result in increased confidence.

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

- 1 **Better job performance**
- 2 **Increased confidence**
- 3 **Increased credibility**

► Forward-thinking Employers are Making Training Accessible to Staff.

47%

47% of FM managers say they have been encouraged by senior leadership to increase FM training for their staff.

57%

57% of employers are planning to implement FM training this year.

60%

60% of employers say they provide funding for staff to pursue external FM training or credentials/qualifications.

54%

54% of FM staff say they have access to funding for FM training.

"If we train and support our people, they'll be able to take care of our customers, and in turn our shareholders. By building capability first, you provide a foundation of confidence to grow in their role and in the organization."



Kurt Gnessin,
Vice President,
Facility Services,
Extra Space Storage

TAKE ACTION

Organizations facing a current or near-term knowledge gap should look inward at their high-potential staff. By providing the time and financial support to pursue professional training, employers see a quick return on investment through enhanced performance, confidence, and credibility.

ADDRESSING THE FM SKILLS GAP

The responsibilities of facility managers have been growing and evolving rapidly. Based on a global study, ProFMI identified 24 cross-functional competencies and FM knowledge areas required of FMs today. Many of these skills can be developed over time with on-the-job experience, but as the need for job-ready FMs grows, time is a limiting factor.

Benchmarking existing knowledge and filling the gaps with training is an efficient path to a skilled workforce.



► Identifying Required FM Skills Is the First Step.

49%

49% of employers have a formal definition of the FM knowledge and skills required for their FM team or department.

55%

55% of FM managers identified compliance & standards as a training priority for their staff.

36%

36% of FM staff identified project management as a top training priority for themselves.

► 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 5 priorities:

Where FM Teams Need Training (According to Managers)

- Compliance and standards
- Leadership skills
- Emergency management
- Project management
- Strategic planning/Communication

Where FM Staff Need Training (Self-Identified)

- Project management
- Emergency management
- Capital planning
- Utility management
- Strategic planning

Where FM Managers Need Training (Self-Identified)

- Compliance and standards
- Strategic planning
- Project management
- Capital planning
- Environmental health & safety

"Every facility manager has a unique job, a unique blend of skills and a broad set of experiences. Building a skills ecosystem is a collaborative effort and we must collectively come together as employers, educators and industry professionals to make an impact and prepare for the future. It's vitally important that, as FMs, we understand that we can't possibly be experts in all things facilities, rather we need to have a broad knowledge base, fortify our networks of experts, and speak the same language."



Ericha Westgard, CFM,
ProFM, Vice President of
Operations, Southeast
Region, C&W Services

TAKE ACTION

Self- and team-assessments are an ideal way to uncover strengths and set a benchmark for development. While nothing replaces experience, training gives FMs at all levels access to global best practices and a solid foundation for facing new situations.

IMPORTANCE OF FM CREDENTIALS & QUALIFICATIONS

Good training should lead to change, measured by improvements in efficiency or effectiveness. When training also results in a professional credential or qualification, the impact is amplified.

A badge or certificate from a recognized institution not only instills individual pride, it also serves as a mark of quality and commitment for clients and employers.



FM Credentials & Qualifications Deliver a Competitive Advantage.

77%

77% of FM managers say a credential or qualification is an influential factor in hiring or promoting FM staff.

▲ Up 7% from 2021

32%

32% of FM staff have earned an FM credential, making it a real differentiator among job candidates.

▲ Up 52% from 2021

FM Staff See Great Value in Earning a Credential or Qualification.

82%

82% of FM staff would pursue an FM credential/qualification if their employer supported them financially.

72%

72% of FM staff are willing to invest their own money in FM career development/training.

69%

69% of FM staff say FM training and credentials result in increased confidence.

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

- ★ Increased confidence
- ★ Credibility with employer/clients
- ★ Prepare for career advancement
- ★ Better job performance

"Having a credential sets me apart from other facility professionals and the knowledge I've gained makes my day-to-day responsibilities much easier to fulfill. I've enhanced my leadership skills and every day, I put into practice my knowledge of the five cross-functional competencies and four functional FM knowledge areas. My company is also benefiting directly. Having a knowledgeable and educated workforce improves the company's image and contributes to the bottom line."



George Smith, ProFM,
Cushman & Wakefield

TAKE ACTION

Across industries and professions, credentials are an increasingly popular way to earn practical, career-applicable skills and recognition to drive careers forward. Even with busy and unpredictable schedules, facility professionals are eager to invest in themselves because of the immediate and long-term career impacts.

THANK YOU!

Thank you to all the facility management professionals from around the globe who participated in this study. Your contributions helped identify current FM trends and will assist employers in making more informed training decisions.

DEMOGRAPHICS

The 2022 FM Training Outlook Survey was conducted online between February and March 2022. The survey was distributed to contacts of ProFMI, McMorrow Reports, FM Link, National Facilities Management & Technology (NFMT), fnPrime, the Association for Facilities Engineering (AFE), and the Nevada Professional Facility Managers Association (NPFMA). The following is a summary of participants' demographics.

2022 FM Training Outlook Survey Participants

289 Qualified Respondents

(lead or perform FM functions)

79% Manage one or more staff

21% Manage no staff

63% Within the USA

37% Outside the USA

35 Countries

Top Responding Countries

- | | |
|-----------------------|------------------------------|
| 1 USA | 6 Trinidad and Tobago |
| 2 Nigeria | 7 Egypt |
| 3 Canada | 8 Cameroon |
| 4 India | |
| 5 Saudi Arabia | |

Years in the FM Profession

38% Have 10 years or fewer

62% Have 11+ years

Years in FM	%
<2	7%
2-5	14%
6-10	17%
11-15	18%
16-20	15%
21+	29%

FM Team Size

Team Size	%
0-1	8%
2-4	24%
5-9	20%
10-24	20%
25-49	9%
50-99	6%
100+	13%

Primary Building Type

Building Type	%
Commercial	29%
Government	14%
Other	12%
K-12 schools	10%
Healthcare	9%
Higher education	8%
Industrial	7%
Retail	6%
Hospitality	3%

TAKE ACTION

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