

NFMT BALTIMORE EDUCATION SESSION:

How to Build an FM Team with the Right Skills & Knowledge

MARCH 22, 2023

Disclaimer Slide

Today's presenter is currently employed by ProFMI, which developed and provides some of the training & services referenced in this presentation.

1

Review the biggest challenges facing FMs in 2023

2

Understand the best ways to increase staff retention

3

Identify the 24 knowledge areas and skills that encompass the FM skill set

4

Contrast the top training priorities of FM managers and staff

5

Discuss the implications of training with an expert panel

Learning Objectives for This Session

Today's Session

- Welcome & Introductions
- Top FM Challenges for 2023
- Why is Staffing & Retention So Challenging?
- What Knowledge & Skills Do FMs Need?
- How Can Training Help You Build & Retain Your FM Team?
- Q&A

Introducing Our Host & Panelists



Randy Olson

Vice President of
Development,
ProFMI



John Rimer

CFM, ProFM
President,
FM360 Consulting



Steve Smith

CFM, CFMJ, MFE
Director of Physical
IT Network,
Arvest Bank Operations



Laura Kuhn

ProFM
Director,
Jefferson Co. Fleet &
Facilities

What Impact Can FM Training Have On You & Your Team?

Share your input by completing the 2023 FM Training Outlook Survey.

LET'S GET STARTED

ProFMI[®]
PROFESSIONAL
FACILITY MANAGEMENT
INSTITUTE



Share Your Voice at ProFMi.org

2023 FM Training Outlook Survey – *Early Results*

- 25 unique countries
- 50% US; 50% Outside US
- 85% manage one or more staff
- 69% have 11+ years experience

**What is your outlook on the FM industry
for the coming year?**

What are teams facing?



**PANEL
DISCUSSION**

Top 3 Challenges for FMs in 2023

1

Staffing &
Retention

2

Budgeting/
Funding

3

Rising Costs/
Inflation

1

Staffing & Retention

Today's
Focus

The background is a solid blue color with a pattern of overlapping triangles in various shades of blue and teal. On the left side, there is a large, dark blue chevron shape pointing towards the right.

Why is Staffing & Retention So Challenging in 2023?



AUDIENCE POLL:

**Do you have open positions
on your facility management
team today?**

50%
of employers
expect to have
open positions
in 2023



Top 3 Reasons for Open Positions

- 1 Growing and need more staff
- 2 Lost staff to other employers
- 3 Retirement of senior staff

60%

of FMs surveyed
have considered
leaving or have
left a position in
the past year



Top 3 Influencing Factors to Stay with Employer

- 1 Work-life balance
- 2 Increased compensation or benefits
- 3 Opportunities for professional development / training

88%
of employers
are struggling
to find FMs with
the right skills



**How is employee retention impacting FM
teams and entire organizations?**

What can managers do to retain talent?



**PANEL
DISCUSSION**

86%

of employers
say there's a gap
between the
skills their team
needs & what
they have





80%
**of FM staff say
they need more
FM knowledge &
skills to advance**



AUDIENCE POLL:

**Does your organization have a
training budget set aside for
FM staff?**

Commitment to Training is Lower for Employers



Given the staffing challenges and the desire for training, why isn't training a higher priority for employers?



**PANEL
DISCUSSION**

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How Can Training Help You Build & Retain Your FM Team?



AUDIENCE POLL:

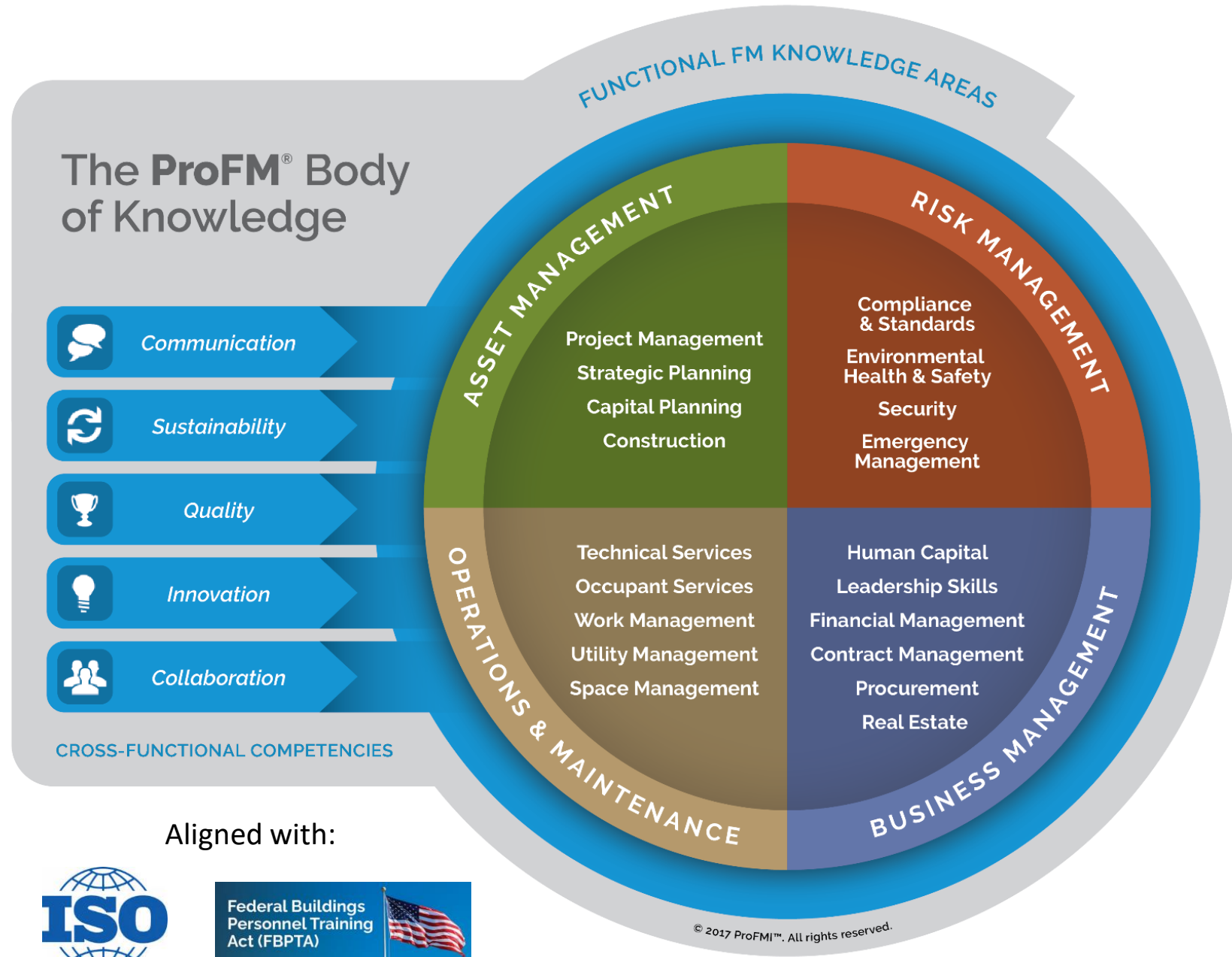
**Do you struggle to
describe your job to
someone not in FM?**

In 2017, ProFMI led an independent global study to define the knowledge & skills required of today's facility managers.



Revalidated in
2021, the
ProFM Body of
Knowledge
defines the
24 things every
FM should know

www.ProFMi.org/BOK



**Why do facility managers at all career stages
need a big picture, holistic view of FM?**



**PANEL
DISCUSSION**

Top Training Priorities for Managers & FM Staff

MANAGERS TRAINING PRIORITIES FOR THEMSELVES

- 1 Strategic planning
- 2 Leadership Skills
- 3 Capital Planning
- 4 Project Management
- 5 Sustainability

MANAGERS TRAINING PRIORITIES FOR THEIR STAFF

- 1 Environmental Health & Safety
- 2 Communication
- 3 Compliance & Standards
- 4 Project management
- 5 Leadership Skills

FM STAFF TRAINING PRIORITIES FOR THEMSELVES

- 1 Innovation
- 2 Strategic Planning
- 3 Capital planning
- 4 Project Management
- 5 Collaboration / Compliance & Standards

Shared Priorities

MANAGERS TRAINING PRIORITIES FOR THEMSELVES

- 1 Strategic planning
- 2 Leadership Skills
- 3 Capital planning
- 4 Project Management
- 5 Sustainability

MANAGERS TRAINING PRIORITIES FOR THEIR STAFF

- 1 Environmental Health & Safety
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- 5 Leadership Skills

FM STAFF TRAINING PRIORITIES FOR THEMSELVES

- 1 Innovation
- 2 Strategic Planning
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Unique Priorities

MANAGERS TRAINING PRIORITIES FOR THEMSELVES

- 1 Strategic planning
- 2 Leadership Skills
- 3 Capital planning
- 4 Project Management
- 5 Sustainability

MANAGERS TRAINING PRIORITIES FOR THEIR STAFF

- 1 Environmental Health & Safety
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FM STAFF TRAINING PRIORITIES FOR THEMSELVES

- 1 Innovation
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Why do you think these particular topics topped the list in 2023?

Why is there a difference in priorities for staff vs. managers?



**PANEL
DISCUSSION**

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How Can Training Help You Build & Retain Your FM Team?



AUDIENCE POLL:

**Have you earned a
professional credential or
qualification?**

78%

of staff would
pursue a
credential if their
employer provided
financial support



Top Benefits of FM Training & Credentials

MANAGERS SAY...

- ✓ Better job performance
- ✓ Increased confidence
- ✓ Increased credibility



EMPLOYEES SAY...

- ✓ Increased confidence
- ✓ Better job performance
- ✓ Stay up to date

For organizations that are ROI focused, do these benefits justify an investment in training?



**PANEL
DISCUSSION**

Questions?

Visit Us at Booth #1313

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www.ProFMi.org



Thank You! Enjoy These Free Resources



Complete the Map Your Gap Self Assessment

Compare your knowledge & skills to the ProFM Body of Knowledge



Download the ProFM Body of Knowledge

Get to know the 24 Things Every FM Should Know



Download the ROI of FM Training eBook

Discover the 6 critical impacts of training and upskilling

www.ProFMi.org/nfmt2023