

2023

# FM TRAINING OUTLOOK SURVEY FINAL REPORT EXECUTIVE SUMMARY

**ProFMI®**  
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 January through April of 2023 to identify top FM challenges and 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

**What are the top challenges facing FMs today? How can organizations improve retention and overcome staffing pressures?**

- 66% of facility professionals identify staffing & retention as a top challenge for 2023.
- 54% 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 to provide:
  1. Better work-life balance.
  2. Opportunities for professional development.
  3. Increased compensation or benefits.



- ★ **Organizational growth and attrition are driving the need for more FM staff. Providing an attractive work environment and employee development programs can help attract and retain talent.**

## 2 THE VALUE OF FM TRAINING



**Does an FM skills gap exist in most organizations? Do the benefits of training justify the investment in FM staff development?**

- 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 81% of FM employers saying that FM training and credentials result in better job performance.
- 56% of FM employers are planning to implement FM training this year.

- ★ **FM managers see improved job performance, confidence, credibility, and job satisfaction as a result of FM training, yet access to training dollars and resources is lagging behind the need.**

## 3 ADDRESSING THE FM SKILLS GAP

What knowledge and skills do FM managers and staff need? How do priorities differ?

- FM managers identify strategic planning, capital planning, leadership skills, project management, and sustainability as top training priorities for themselves.
- FM managers say their team's top training needs are environmental health & safety, communication, compliance & standards, leadership skills, and project management.
- FM staff say their top training needs are innovation, project management, strategic planning, capital planning, and compliance & standards.



- ★ The FM skillset is very broad and is constantly evolving. FM employers must start by identifying required skills, benchmarking existing skills, and setting a plan to address the gaps.

## 4 IMPORTANCE OF FM CREDENTIALS &amp; QUALIFICATIONS



Are professional credentials and qualifications as important in FM as other professions? What value do they provide for FM staff and employers?

- 62% of FM managers say that credentials and qualifications are more important in 2023 than in previous years.
- 86% of FM professionals would pursue an FM credential if their employer supported them financially.
- 81% of FM managers say a credential or qualification is an influential factor in hiring or promoting FM staff.
- 81% of FM staff say FM training and credentials result in better credibility within the organization and with clients.

- ★ Professional credentials and qualifications help define and deliver the skills and knowledge employers are seeking. They provide FM professionals with a quick, affordable, and practical way to elevate their careers.

## Looking Ahead

With fewer roadblocks and restrictions on business in 2023, organizations around the world are focused on growth. Workplaces are being retrofitted for optimal functionality and productivity, retail spaces are growing, and building technologies are advancing faster than ever.

This rapid growth is adding strain to already short-staffed FM departments. Competition for FM talent has never been greater. Employee development programs can help improve staff retention and eliminate skills gaps.

For FM professionals, training and credentials are an increasingly popular way to build skills, create job stability and pave the way for new opportunities.

*"While 2023 presents a somewhat brighter picture of the work environment overall, we know the issue of retention and recruitment of FM professionals will be a pressing issue for the foreseeable future. Ensuring our existing workforce is highly skilled and credentialed will help offset the shortfall of professionals available in the external FM pipeline."*

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