Filling the void: Advancing the Industry
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- Director of Facilities at Mennonite Home Communities in Lancaster, PA
- 20 + years experience in various industries in Facility Management (manufacturing, public sector, healthcare)
- IFMA Certified Trainer
- Multiple volunteer positions within IFMA:
  - National Board of Director, President of MFC, various local chapter positions, IFMA Foundation
- Speaker – NFMT, WWP, Temple, Local
What We’ll Cover Today

- What’s the status of the industry?
- What is FM? What do we need to know?
- What can we do?
- Where to start?
FM Facts – The Crisis as defined by IFMA

The Facts

- Only 8% of IFMA’s 24,000 membership is under age 35.
- AT&T expects 70% of their 1,000 facility managers around the world to retire in the next 9-10 years.
- Aramark is seeking 400 new FM college graduates in 2014 alone and having problems filling these vacancies with qualified individuals.
- The “maintenance crisis” has been identified
- JLL has identified that the average age of FM professionals today is 49 which is far more skewed that the general working population average of 43.
- There is a 100% job placement for people graduating with a FM degree

Millennial Students Unaware of FM Careers
What types of roles do students think they will most likely end up in?

- 1% Facilities Management
  - 31% of them see themselves in a research or lab role
  - 22% see themselves in a general business, consulting or finance related role
  - 30% see themselves in a general business, consulting or finance related role
  - 20% see themselves in accounting

- 53% Government (including Defense)
- 22% Business Management, Accounting, Audit
- 14% Building Science / Architect
- 6% Project & Construction Management
- 4% Scientist, Technologist, Engineer, Mathematician
Half of the FM workforce will retire in the next decade

- Baby Boomers are retiring
- 49 – Average age of IFMA members
- Only 1% of millennial students are enrolled in FM programs.
- We HAVE to train who we have!!!!!
What does an FM need to succeed?

Top Skills for FM

Skills in greatest demand
Jul 01, 2013 - Jun 30, 2014
There are 13,033 postings available with the current filters applied.
There are 1,826 unspecified or unclassified postings.

RESULTS 200 results found  Showing 1-25

- Repair: 3,943
- Facilities Management: 2,813
- Contract Management: 2,556
- HVAC: 2,247
- Facility Maintenance: 1,854
- Plumbing: 1,838
- Scheduling: 1,827
- Facility Management: 1,825
- Inspection: 1,594
- Procurement: 1,298
- Renovation: 1,161
- Construction Management: 1,137
- Cleaning: 1,031
- Purchasing: 886
- Accounting: 763
- Property Management: 712
Filling the Void: Advancing the Industry

7500 FM Job Titles
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Facility Managers are the Decathletes of the business world!
New FM competencies – soft skills

New FM Competencies 2015

1. People-centric
2. Tech enabled
3. Shared resources
4. Collaborative
5. Innovative/creative
6. Adaptive/resilient
7. Sustainable
8. Performance-based
9. 5 E’s: Efficient-effective-engagement-experimentation-experience based
Formal Training Available – GO!

- Essentials Courses provided by IFMA
- Sustainable Facility Professional (SFP)
- Facility Management Professional (FMP)
- Certified Facility Manager (CFM)
- Accredited Facilities Programs (Degree)
- NFMT – National Facility Management Tech
- Greencon – USGBC conference
- WWP – World Work Place
- Networking – IFMA, USGBC, AFE, CCRC
- Unlimited opportunities……..
IFMA’s Global Credentials

Facility Management Professional
• The must-have credential in facility management
• Knowledge-based certificate program
• 5,200+ worldwide

Sustainability Facility Professional®
• The leading credential for the development of sustainable FM strategies
• Knowledge-based certificate program
• 500+ worldwide

Certified Facility Manager®
• The premier FM certification for experienced professionals
• Competency-based certification
• 2,800+ worldwide
2009: Global Job Task Analysis (GJTA) resulted in addition of 2 new competencies for a total of 11

2010: FMP courses updated and introduction of the IFMA FMP Credential Program

2011: SFP credential introduced with IFMA SFP Credential Program

2013: CFM exam updated to cover 11 competencies and introduction of IFMA Facility Management (FM) Learning System

2015: IFMA instructors called to GJTA – let the fun begin!!
ANSI Accreditation

IFMA was awarded ANSI Accreditation in 2015 for FMP and SFP Programs

- ANSI (American National Standards Institute) is the U.S. representative of ISO
- Corporations & State Agencies that require accreditations will be assured highest international standards
- FMP and SFP described as
  - "World-class, gold-standard model of learning and development"
11 FM Competencies

- Communication
- Emergency Preparedness & Business Continuity
- Environmental Stewardship & Sustainability
- Finance & Business
- Human Factors
- Leadership & Strategy
- Operations & Maintenance
- Project Management
- Quality
- Real Estate & Property Management
- Technology
CFM® Credential

www.ifma.org/cfm

- Most respected global credential in the FM industry
- For experienced FM professionals with the knowledge and competence to apply their expertise across the entire FM body of knowledge.
- Eligibility requirements: work experience & education
- Pass the CFM Exam which tests 11 competencies defined by IFMA’s Global Job Task Analysis:
  - Operations and Maintenance
  - Project Management
  - Finance and Business
  - Leadership and Strategy
  - Environmental Stewardship and Sustainability
  - Communication
  - Emergency Preparedness and Business Continuity
  - Human Factors
  - Quality
  - Real Estate and Property Management
  - Technology
FMP® Credential
www.ifma.org/fmp

- Knowledge-based certificate program
- No prerequisites
- For FMs and industry suppliers looking to increase their depth-of-knowledge in the four foundational FM knowledge domains deemed critical by employers:
  - Operations & Maintenance
  - Project Management
  - Finance & Business
  - Leadership & Strategy

- Prepare and earn the FMP credential with the IFMA FMP Credential Program®
  - Printed and e-version study materials
  - Online study tools
  - Online FMP final assessments to earn the FMP
- Instructor-led courses and group training available
Knowledge-based certificate program
For all FM and like-minded professionals with an interest in sustainable practices
Candidates should have a prior foundational understanding of FM
3-Year term of validity. To renew, complete an online course and assessment.
Teaches and tests three focus areas:
- Strategy and Alignment for Sustainable Facility Management
- Managing Sustainable Facilities
- Operating Sustainable Facilities
Prepare and earn the SFP credential with the IFMA SFP Credential Program®
- Printed or electronic study materials
- Online study tools
- Online SFP final assessments to earn the SFP
Instructor-led courses and group training available
Why Do FMs Pursue IFMA Credentials?

Top 3 Reasons

1. Improve and confirm qualifications for a current job
2. Gain qualifications for a future job
3. Earn prestige and recognition among Colleagues

FM professionals with one or more IFMA credentials make an average of $7997 more per year than those without an IFMA credential.

Source: IFMA Value of Credential Research, 2014
Why Do Employers Support IFMA Credentials?

- **84%** of employers feel that an IFMA credential increases job confidence.
- **70%** of employers state that an IFMA credential stimulates strategic thinking.
- **84%** of employers state that IFMA credentials increase the collective FM knowledge of their organization.
- **74%** of employers feel that the overall reputation of the FM team is improved by having their employees earn an IFMA credential.

*Source: IFMA Value of Credential Research, 2014*
Course Delivery Options

- University FM programs
- Thaddeus Stevens
- Chapter–delivered course
- Central PA
- Self study = On–line options
IFMA FM Learning System

- Comprehensive reading materials
  - Six books with 1,500 pages of educational content
  - Overview of the facility management body of knowledge
  - Organized by 11 competencies tested on the CFM Exam

- Interactive online study tools
  - SmartStudy tool helps organize a study plan
  - Case studies cover the competency areas
  - Flashcards and glossary for review of key terms and definitions
  - Progress reports track activities and scores
  - Resource Center provides additional references

- Online testing tools
  - Pre-test gauges initial knowledge to help focus studies
  - Chapter-specific quizzes reinforce concepts
  - Post-test gauges knowledge gained and identifies areas for further study
  - Experience the Exam provides practice for exam format
Essentials of FM Course

Introductory courses for:

- anyone entering the profession for the first time
- anyone interesting in learning more about the profession
- Three modules:
  - Introduction – 1 workshop
  - O&M Series – 4 Workshops
  - Work Management if FM Series – 5 workshops
FM Accredited Degree Programs

- Arizona State University
- Brigham Young University
- Community College of Philadelphia
- Conestoga College
- Cornell University
- Ferris State University
- Florida A&M University (FAMU)
- Georgia Institute of Technology (Georgia Tech)
- Missouri State University
- Pratt Institute
- Rochester Institute of Technology
- Southern Polytechnic State University (Southern Poly)
- TCI College: Technical Career Institutes
- Temple University
- University of Minnesota
- Wentworth Institute of Technology
Chapter Opportunities 2015–2016*

- CFM Review course – 1 day course completed
  - FREE to Chapter members.
  - 2015 offered to Non-members Free – 2 new members joined the chapter.

- Essentials Courses

- Facilities Management Professional (FMP)

*All under review and will be based on interest
Get Started!!

What is needed? Assessments!
- FM Industry Trends for your Business (Manufacturing, Public Sector, Retirement Community)
  - Customer service / soft skills training for culture
  - 24/7 on site service – rotating staff and skills
  - Growing – new buildings w/o additional team members
  - Mobile technology
  - Intern programs
  - Sustainability focused systems and Programs
- Department – 5 year plan.
  - Multi-skilled technicians/Team members (what does that mean?)
    - Training – what’s needed
    - Who’s capable – to what degree?
    - Attitude is everything.
- You – 5 year plan.
  - Succession planning
  - Training – what’s needed
Get Started!!

What is needed to support the Assessment results?

- Budget
  - Include more than the infrastructure support
  - Conferences/travel – for two people
  - Money to support the training plan

- T – I – M – E for Leadership
  - Take the time to mentor
  - Bring in a mentor / Trainer to the site
  - Develop implementation plans – take the time to plan and discuss.
  - Create buy in for the programs from the team
  - Schedule time to implement
  - Set goals / develop a project plan for training
  - Don’t procrastinate
Questions?

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Or visit:

www.ifma.org/credentials