

Individual FM Learning Courses

11 Eleven Core Competencies

IFMA offers flexible, targeted training so you can customize your training program and choose only the areas of study your team needs. Fill your employees' unique knowledge gaps and save time, money and worry.

Operations & Maintenance

- ▶ Learn how to assess and inspect facility needs
- ▶ Manage, oversee and monitor operations and maintenance of buildings, systems and equipment
- ▶ Understand the processes for developing occupant service specifications and more

Finance & Business

- ▶ Learn the essential finance and business practices and how to integrate those into your function as an FM
- ▶ Understand how to engage finance, legal, procurement, risk managers and others to maximize decisions for your organization

Project Management

- ▶ Plan, initiate and execute projects
- ▶ Understand the entire project life cycle and how to monitor and control project performance
- ▶ Learn about the facility manager's role in projects and how to evaluate outcomes

Leadership & Strategy

- ▶ Learn effective strategies to integrate people, place and process
- ▶ Align the facility portfolio and functionality with its organization's missions and available resources

Performance & Quality

- ▶ Develop a "systems thinking" perspective by studying critical insights into quality-related facilities practices
- ▶ Use quality and statistical tools to measure the performance of the facility management organization and service providers to make continual improvements

Real Estate

- ▶ Development and implementation of a real estate strategy, including methods to access, acquire, manage and dispose of physical assets
- ▶ Study project management principles for managing new construction and other major projects

Sustainability

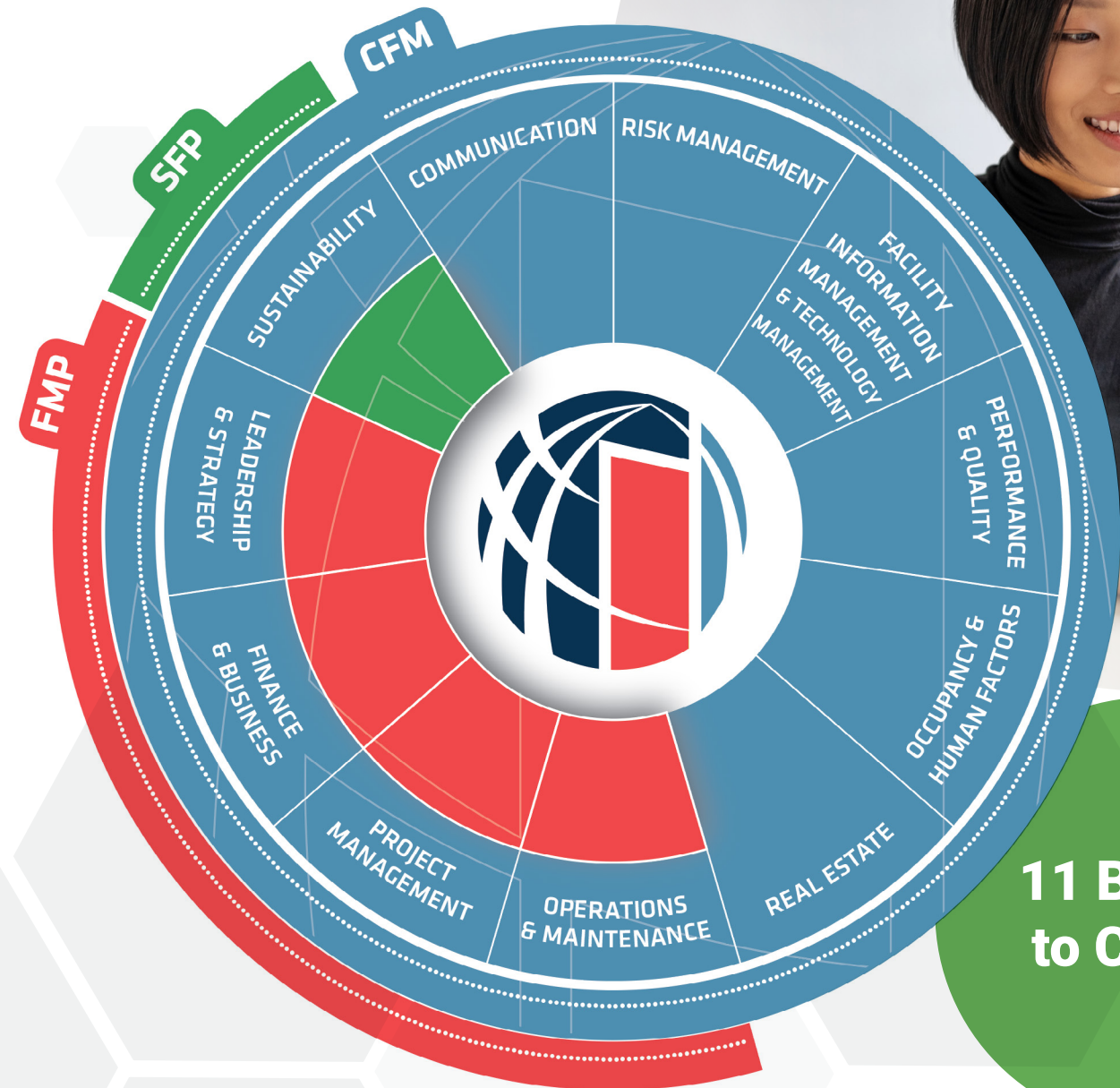
- ▶ Strengthen your grasp of energy, water, waste and workplace management as they relate to facility management and support your organization's corporate social responsibility goals

Communication

- ▶ Hone your writing skills and ability to recognize your intended audience and deliver targeted messaging
- ▶ Deliver more effective verbal communication
- ▶ Develop an FM comms plan

Risk Management

- ▶ Understand your role as steward of the built environment
- ▶ Assess and mitigate risk to support:
 - ▶ risk management planning
 - ▶ emergency preparedness
 - ▶ response and recovery
 - ▶ facility resilience
 - ▶ business continuity



11 Badges to Collect

Facility Information Management & Technology Management

- ▶ Gain proficiency in planning, implementation and use of technologies that support the day-to-day operations of the facility management function
- ▶ Understand automation of intelligent building systems and facilities data management:
 - ▶ Collection, verification, synthesis, management, reporting and security

Upon completing any of these courses, an FM receives a digital badge to share their achievement and verify their knowledge.