

“Life Begins at the End of Your Comfort Zone”

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Be equipped to enter that zone.....

- **Demonstrate strong leadership**
- **Invest in your people**
- **Be a Change Agent**
- **Achieve consistent learning**
- **Welcome/embrace change**
- **Be a Futurist**

Successful Adaptation and Continuous Growth

“Adapt or Perish.”

H.G. Wells

IFMA Current Trends & Future Outlook in FM 2011

- **Sustainability**
- **Complex Building Technology**
- **Preparedness**
- **Quantity and Complexity of FM Data**
- **Finding Top Talent**
- **Elevating the FM Profession**
- **Economic Recession and the Aging Building Stock**
- **Evolving Skill sets and Business Acumen**
- **Enhancing Workplace Productivity**
- **Changing Workplace**

Growth comes from facing challenges

- **Pressures to address sustainability issues**
- **Advanced technology solutions**
- **Complex organizational structures (teleworking, fluctuations in labor force, alternative workplace strategies)**
- **Keeping the skills and knowledge of you and your FM personnel current**
- **Strong contract governance-Outsourcing**

Change Agent “Solution Architect”

**Do you schedule idea
creation within your
day?**

FM Organizational Re-Commissioning

- **Re-examine the objectives of your FM organization**
- **Question the current criteria for measuring performance**
- **Create and document processes to achieve greater success in.....**
- **Verify, document, and report actual performance**

“Life is a series of collisions with the future; it is not the sum of what we have been but what we yearn to be.”

Jose Ortega y Gassit

Be a Futurist

Wanted: A FM who likes unbelievable challenges, tolerates strange happenings, “sees” into the future, handles a 10:1 ratio of questions to answers, cultivates a sixth or maybe even seventh sense, deals with complicated requests, copes with multiple in-bounds and expertly balances needs versus wants.

Leadership is all about results through communication

- **Communicate in a way that people understand**
- **Communicate optimism**
- **Communicate hope**
- **Communicate motivation**
- **Communicate by listening!**
- **Communicate empowerment**
- **Communicate your vision**

Leadership = Victor not Victim

Victor

Victim

Ownership

Blame

Accountability

Excuses

Responsibility

Denial

**Have the courage to be a
Victor!**

Leaders are willing to invest in ...

- Time
- Financial commitments
- Conversation...is a professional sport. Who you are is a result of the conversations you are having!
- Freedom to succeed...if people feel like they need to paint by numbers, they will work at 1/3 their productivity level.

Be alert to opportunities

- Stay at the forefront of technologies and best practices
- Training, reading, networking
- The right perspective – a changing workplace can be a great source of personal and professional satisfaction.

Training

- CFM-Certified Facility Manager
- FMP-Facility Management Professional
- SFP-Sustainability Facility Professional

CFM-Certified Facility Manager

- Program began in 1992
- There are over 3,200 CFMs in 32 countries
- Assures professional excellence
- Establishes standard for global practice
- Promotes the value of the profession
- Influences the direction of the FM profession

FMP-Facility Management Professional

- Early-to mid-career facility management practitioners seeking enhanced knowledge and skills.
- Individuals who are transitioning into the FM profession.
- Related-industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- Students entering the profession from colleges, universities, certificate or technical programs.

SFP-Sustainability Facility Professional

- Facility management practitioners with a baseline of FM industry knowledge.
- FM professionals with proven experience transitioning into sustainability related positions.
- Related industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- CFMs and FMPs interested in expanding their depth of expertise in the area of sustainable facility management.

Our Ultimate Goal

- FM professionals are to provide a safe, healthy and productive work environment.
- We must make our companies competitive.
- This takes a highly motivated and productive workforce that is constantly learning and adapting to new realities, training, and professional development.

**“Hope is not a
strategy.”**

The Ambition Effect

(Internal desire to attempt something new)

- Ambition triggers action
- Every action creates an experience
- Experience reveals the possibilities
- The possibilities inspire new ambition or action

**“Faith is taking the first
step without seeing the
whole staircase.”**

Martin Luther King, Jr.

Discussion

Thank you!

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