Module 1: Competencies for Facility Professionals

Course Overview

Section 1: Facilities and the Value of Facility Management
- Topic 1: Facility Management
- Topic 2: Facility Managers
- Topic 3: Adding Value and Marketing the FM Function
- Topic 4: International Standards ISO 41011, 41012, and 41013

Section 2: Cross-Functional Competencies

Section 3: Communication
- Topic 1: Communication Basics
- Topic 2: Communications Plan
- Topic 3: Other Communication Opportunities

Section 4: Sustainability
- Topic 1: Sustainability Strategies
- Topic 2: Triple Bottom Line
- Topic 3: Green Building Rating Systems
- Topic 4: Other Sustainability Tools
- Topic 5: Sustainability Reporting

Section 5: Quality
- Topic 1: Principles of Quality Management
- Topic 2: Quality Facility Management

Section 6: Collaboration
- Topic 1: Team Building and Partnering
- Topic 2: Collaborating with Stakeholders
- Topic 3: Consensus-Building Tools

Section 7: Innovation
- Topic 1: Requirements for Innovations
- Topic 2: The Process of Innovation