

THE IN-HOUSE TRAINING COMPANY

Getting to grips with office facilities

Overview

Responsibility for office services is often shared and / or given low priority, with the result that efficiency and cost-saving opportunities are lost. This popular programme covers all the relevant topics in a day and can be tailored to the very different needs of FM professionals or those without an FM background at all.

Training objectives

Depending on the particular focus required (see 'Special features', below), this programme will give participants:

- A basic understanding of building services
- Practical guidance on space audits and relocation projects
- Tips on cost-saving opportunities
- Guidelines on supplier contracts
- An appreciation of health and safety requirements
- Advice on dealing with equipment suppliers and other third parties
- An update on fire, security and emergency planning

Audience

In organisations large enough to have a dedicated FM team, the entire team would benefit from this course, particularly if the opportunity is taken to tailor the course to their specific needs.

For other organisations responsibility for the management of office facilities will be more diffuse and the course can therefore be geared more towards office managers, administration managers, HR managers, health and safety managers, bursars, etc.

Format

A highly interactive one-day course, with workshops and informal breakout discussions a feature of every session. Additionally, the course notes have been prepared as a real aid to inform, containing many checklists and example forms to assist participants in their workplace.

Special features

The course outline below is an indicative programme, which can easily be tailored to focus on those issues which are of particular relevance to your organisation or office environment.

The supporting materials can be supplied in either printed or electronic form.

Post-course support, whereby participants can call or email the trainer direct with any questions or concerns, can also be arranged.

The expert trainer

Graham is a very experienced and senior practitioner in the facilities management arena. A Fellow of the British Institute of Facilities Managers, he is a regular speaker on public training seminars and conferences and was a major contributor to the development of the BIFM training programme. He is a member of the International Facilities Management Association (IFMA), a regular contributor to a number of publications and a visiting lecturer to UCL, Reading University and the College of Estate Management. His practical experience was gained in the management of major building projects and later as the Head of Facilities of a national public sector organisation (where he was at the forefront of guiding the public sector in outsourcing services – including PFI – and was responsible for leading

associated change management programmes), as a Group Board director of a major FM company, as Chairman of an FM consulting company and now as Director of an independent consultancy specialising in FM and PFI with clients such as Clearstream International DBG, Mitchells & Butlers and Stonemartin Corporate Centres.

Course outline

1 Understanding the building

- Building structure
- Utility services
- Heating, ventilation and air conditioning
- Energy and environmental issues
- Planning maintenance

2 Managing the space

- What are the functional requirements?
- What are the physical constraints?
- Designing for flexibility
- Ergonomics and choice of furniture
- Understanding plans
- Managing relocation
- Cost-saving opportunities

3 Managing the equipment

- Computers, cabling, printers, etc
- Telephony
- Photocopiers, fax machines, etc
- Vending machines and kitchen equipment
- Understanding supplier contracts
- Rent or buy decisions and other cost-saving opportunities

4 Managing health and safety

- Legal requirements
- Risk assessments
- Accident reporting
- Fire safety

5 Managing security

- Security policy
- Managing security staff / contractors
- Emergency planning
- Disaster recovery

6 Managing third-party relationships

- Dealing with landlords and managing agents – know your rights!
- Selecting suppliers for goods and services
- Managing suppliers and contractors

7 Managing the 'out of office' experience

- FM responsibility for homeworkers
- Whose equipment?
- Health and safety issues

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PLEASE CALL 01582 469080**

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