



INTRODUCTION TO FACILITIES MANAGEMENT **TRAINING**

VIRTUAL

PHYSICAL

3 DAYS TRAINING



(+267) 3952238
(+267) 76806668



info@dfs.co.bw

Accredited by:

COURSE INSTRUCTOR



Facilities Management Consultant for Dikago Facilities Solutions, a sought - after speaker and instructor on the African continent. His FM career is build upon enforcing facilities management contracts, undertaking facilities management business process engineering for clients, advising clients on smart and sustainable facilities solutions, conducting training courses and seminars on facilities management and leading facilities management conferences and seminars. Michael Mafa is a certified member of the following associations; Institution of Workplace and Facilities Management (IWFM), International Facilities Management Association (IFMA), Botswana Facilities Management Association and South African Facilities Management Association. In his contribution to raising the level of professionalism in the FM industry Mr. Mafa continues to share his experiences and findings, encouraging other groups to take up the mantle for sustainable FM practices. He prides himself as “a passionate advocate for sustainability and sustainable facility management”.

“Becoming an IFMA - qualified trainer has also opened doors for me to equip FMs in sustainability, particularly those taking introductory courses. My current participation in the Botswana Facilities Bareau of FM Standards Reviewing Committee has given me great opportunities to encourage the application of green FM policies on the part of my fellow FMs,” he said.



■ REGISTRATION AND WELCOME



- ✓ *Introduction to the training program*
- ✓ *Overview of the agenda and learning objectives*

✓ **Introduction to Facilities Management**

- Definition and scope of facilities management
- Key responsibilities and roles of a facilities manager
- Importance of effective facilities management

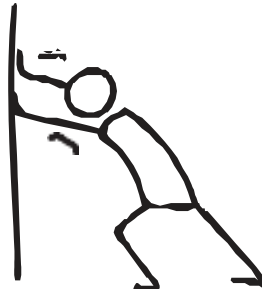
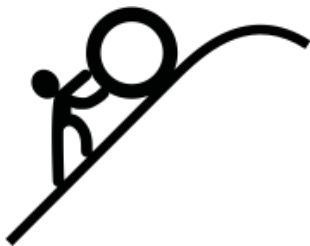
✓ **Skill Sets of a Facility Manager**

- Skill Base as A Foundation
- Skill Base Leading to Competencies

✓ Facility Operations Management



✓ Snapshots Challenges for A Facility Manager



- Examples Of Daily Challenges
- Examples Of Local Challenges



✓ **How the 11 Competencies Define the Facility Management Profession**

- IFMA's Global Job Task Analysis
- Introduction To Facility Management Competencies

✓ **Competency #1 Facility Information Management and Technology**

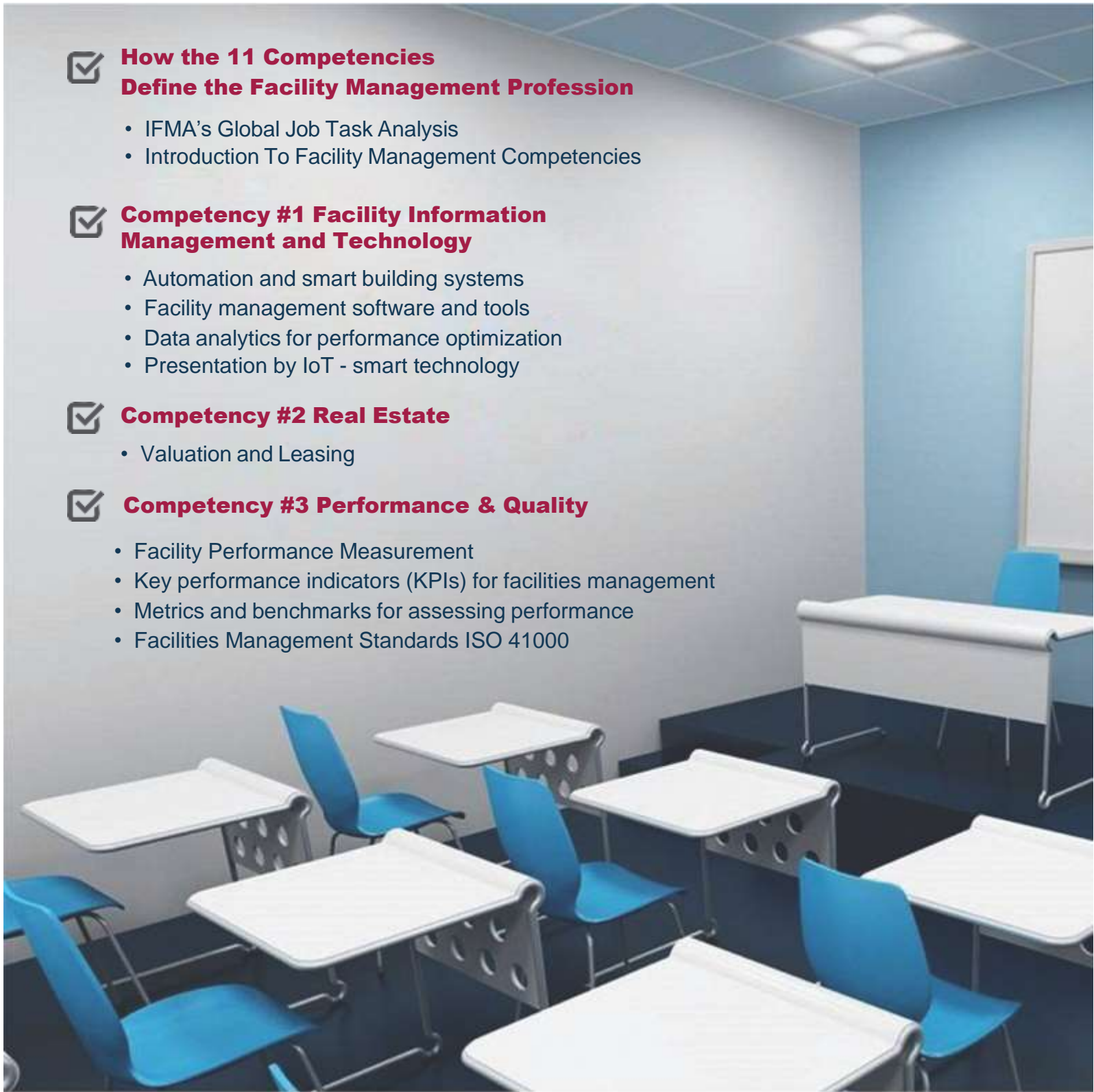
- Automation and smart building systems
- Facility management software and tools
- Data analytics for performance optimization
- Presentation by IoT - smart technology

✓ **Competency #2 Real Estate**

- Valuation and Leasing

✓ **Competency #3 Performance & Quality**

- Facility Performance Measurement
- Key performance indicators (KPIs) for facilities management
- Metrics and benchmarks for assessing performance
- Facilities Management Standards ISO 41000



✓ **Competency #4 Occupancy and Human Factors**

- Indoor Environment quality
- Security systems and protocols
- Workplace ergonomics and employee well-being
- Presentation by HCS - Indoor air quality

☑ **Competency #5 Risk Management**

- Emergency preparedness
- Business continuity

☑ **Competency # 6 Communication**

- Employee engagement and communication
- Stakeholder communication and coordination

DAY 3



☑ **Competency # 7 Sustainability**

- Energy conservation practices
- Waste management strategies
- Green building certifications and sustainable initiatives
- Presentation on electronic waste



☑ **Competency #8 Leadership & Strategy**

- Strategic planning
- Policies and procedures
- Relationship and conflict management
- Change Management in Facilities

☑ **Competency #9 Finance and Business**

- Information management
- Vendor Management and Contracting
- Sourcing and selecting vendors
- Contract negotiation and management



Competency #10 Project Management

- Planning and design
- Execution and delivery
- Evaluation

Competency #11 Operations and Maintenance

- Operation and maintenance of building systems
- Asset inventory and tracking
- Total cost of ownership considerations

Exam



Handing of Certificates

