



# Facility Management Professional





## Michel Theriault

With 25 years in Facility Management delivering facility services in-house and with an FM outsourcing provider, Michel has deep practical experience managing facilities from high-profile office towers to critical facilities. He has earned awards for the buildings he managed, including several BOMA Certificate of Excellence awards and the Pinnacle Award for customer service.

He is also actively involved in the industry, with 22 years as an IFMA member, participation in FM associations and currently as the Academic Coordinator for Ryerson University's Facility Management Certificate Program in Toronto, Canada.

Michel has been recognized for his contribution to FM with a Distinguished Author award from IFMA for his book "Managing Facilities & Real Estate". He contributes FM articles to leading magazines around the world, delivered seminars at national and international FM Conferences and delivered Facilities training in Dubai, Abu Dhabi, Jeddah, Singapore, Abuja (Nigeria), Kuala Lumpur, Muscat and Toronto.

Currently, Michel is Principal of Strategic Advisor, an FM consulting firm helping facilities departments solve problems, improve services and implement best practices.

As an IFMA certified trainer, Michel's experience, knowledge and approach to FM comes across in his training with practical, real-world examples and discussions that illustrate the training material and expose students to a broader, more strategic and professional perspective on Facilities Management.



## 5 KEY TAKE AWAYS

- 1 Build a solid foundation.
- 2 Meet the demands of global employers.
- 3 Take a step toward acquiring Certified Facility Manager® (CFM®) credential.
- 4 Set yourself apart from the competition.
- 5 Establish your professional network.



## WHO SHOULD BECOME AN FMP?

IFMA's Facility Management Professional (FMP) designation is a knowledge-based credential that will help to accelerate an FM's transition into the profession and demonstrate a proven comprehension of the foundations of facility management. It is ideal for:

- » Facility management practitioners looking to increase their depth-of-knowledge in the foundational FM topics deemed critical by employers.
- » 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.
- » Experienced FMs intending to pursue the CFM credential.



LEORON Professional Development Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State

boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website:

[www.learningmarket.org](http://www.learningmarket.org).



## PROGRAM TIMINGS

Registration will begin at 08.00 on Day One.

The program will commence at 08.30 each day and continue until 16.30.

There will be two refreshment breaks and lunch at appropriate intervals.



**IFMA**<sup>TM</sup>  
International Facility Management Association

Founded in 1980, IFMA is the world's largest and

most widely recognized international association for facility management professionals, supporting more than 23,500 members in 94 countries.

The association's members, represented in 130 chapters and 17 councils worldwide, manage more than 37 billion square feet of property and annually purchase more than US\$100 billion in products and services.

To meet its mission to "advance the facility management profession by providing exceptional services, products, resources and opportunities," on an annual basis IFMA:

- » Certifies facility managers through three credentialing programs.
- » Produces World Workplace, the world's largest facility management conference and exposition, and Facility Fusion, a more intimate gathering of FM professionals with powerful networking and a fusion of education, leadership training, best practices and an exposition.
- » Conducts research that strengthens the knowledge and skills of FM professionals while advancing the FM profession.
- » Provides a wide range of educational courses from entry-level programs to those for highly experienced facility managers.



## BENEFITS OF EARNING FMP CREDENTIAL

- » The FMP can help you **gain a competitive advantage** and improve your job performance through education and recognition.
- » **Build practical skills** you can apply to your job immediately, resulting in cost-savings and added value to your organization through one of a kind compressed 5-day FMP program which **will save you a valuable time**, while retaining the same top quality insights you get with standard 8-day FMP program.
- » **Earn professional credibility** and recognition from current and potential employers, clients, work teams and peers.
- » **Move one step closer to earning your CFM** (Certified Facility Manager ®) credential by taking up to three years off of your CFM experience requirement. Learn more.
- » **Network with your peers** at special FMP functions at local, national and international events.
- » **Earn 60 GBCI general CE hours** Earn GBCI CE credits: LEED Professionals can earn 60 general continuing education hours upon completion of the full FMP program or 15 hours per individual course.
- » **Earn IFMA-issued CEUs** (Continuing Education Units)

## OPERATIONS AND MAINTENANCE

### Introduction to Operations and Maintenance

- » Operations and Maintenance Overview
- » Begin with a Plan

### Assess Facility Needs

- » Assess Condition of Building Structure
- » Assess Exterior Structures and Elements
- » Assess Condition of Building Systems
- » Assess Interior Furnishings, Fixtures and Equipment
- » Assess Grounds

### Manage/Oversee Operations and Maintenance of Building, Systems and Equipment

- » Acquire Systems, Materials and Equipment
- » Install Systems, Materials and Equipment
- » Maintain Systems, Materials and Equipment
- » Operate Building Systems and Equipment
- » Replace Systems, Materials or Equipment

### Manage/Oversee Occupant Services

- » Recognize Required Occupant Services
- » Develop Usage and Service Level Guidelines
- » Prepare and Execute Modifications to Occupant Services

### Select the Best Resources

- » Develop Maintenance and Occupant Service Specifications
- » Select Competent Service Providers (Staff or Contract)
- » Negotiate Service Level Agreements
- » Monitor Work/Service Performance
- » Resolve Contract Disputes

### Measure Operations and Maintenance Performance

- » Determine Life-Cycle Cost
- » Monitor Use and Performance of Facilities
- » Monitor Occupant Satisfaction

## PROJECT MANAGEMENT

### Introduction to Project Management

- » Facility Management Projects and Project Management
- » The Project Manager
- » Project Management Processes and Models

### Define Projects

- » Define Phase and Project Inputs
- » Define Project Purpose
- » Perform Programming
- » Create Project Charter and Project Objectives Statement

### Plan Projects

- » Design Deliverables or Space
- » Create Project Management Plan
- » Plan Team and Resources

### Manage and Oversee Projects

- » Acquire Team and Resources
- » Execute and Control Project

### Close Projects

- » Accept Deliverables or Occupy Space
- » Close Contracts and Project and Evaluate Outcomes

## FINANCE AND BUSINESS

### Finance and Business in the Facility Organization

- » The Importance of Being Finance- and Business-Aware

- » Financial Terminology
- » Fundamental Accounting Concepts

### Financial Management of the Facility Organization

- » Budgets and Budgeting Basics
- » Financial Statements
- » Business Cases, Supporting Documentation and Financial Reports
- » Fundamental Cost Concepts
- » Analyzing and Interpreting Financial Documents
- » Cost-Containment Strategies
- » Chargebacks

### Procurement in the Facility Organization

- » Procurement Procedures
- » Procurement and Facility Management Outsourcing

### Contracts in the Facility Organization

- » Contract Development, Management and Oversight
- » Contract Administration
- » Analyzing and Interpreting Financial Contract Elements
- » Resolving Vendor Conflicts

## LEADERSHIP AND STRATEGY

### Plan Strategically

- » Introduction to Strategic Planning
- » Align Facility's Strategic Requirements to Entire Organization's Requirements
- » Develop and Implement a Strategic Planning Process
- » Develop a Strategic Facility Plan or Facility Master Plan
- » Implement Strategy Using Tactical Plans

### Lead and Manage the Facility Organization

- » Introduction to Leadership and Management
- » Theories of Individual Behavior and Leadership
- » Lead, Inspire, Influence and Manage the Facility Organization
- » Advocate for Facility Management Needs and Priorities
- » Organize and Staff the Facility Function
- » Develop Effective Teams
- » Develop, Implement and Evaluate FM Policies, Procedures and Practices
- » Clarify and Communicate Responsibilities and Accountabilities
- » Resolve Conflicts

### Provide Leadership to the Entire Organization

- » Promote, Encourage and Adhere to a Code of Conduct
- » Develop and Manage/Oversee Relationships
- » Ensure Compliance with Corporate Social Responsibility Policies



## DATES & LOCATIONS



Check the weather forecast for your training day [here](#)

February 22-26  
November 08-12



**DUBAI, UAE**

April 19-23



**DOHA, QATAR**

October 18-22



**MUSCAT, OMAN**

December 13-17



**JEDDAH, KSA**

Delivery Type

Group Live

Pre-requisites

None

Level

Advanced Training

## IN-HOUSE

If interested to run this course in-house please contact Val Jusufi at +971 4 447 5711 or e-mail: [val@leoron.net](mailto:val@leoron.net).



## FACILITY MANAGEMENT PROFESSIONAL registration form

DELEGATE DETAILS			
<b>1</b>	Name:		Job Title:
	E-mail:	Tel:	Mob:
<b>2</b>	Name:		Job Title:
	E-mail:	Tel:	Mob:
<b>3</b>	Name:		Job Title:
	E-mail:	Tel:	Mob:

COMPANY DETAILS	
Company:	Address:
Post Code:	Country:
Tel:	Fax:

SAVINGS & DISCOUNTS		
<b>BOOK EARLY SAVE US\$ 400</b>	EARLY BIRD DISCOUNTS	
	Register 2 months before	US\$ 3990
	Register 1 month before	US\$ 4190
	Final Price	US\$ 4390
* Price Includes: FMP Learning Kit		
GROUP DISCOUNTS		
3-4 Delegates		20%
5 Delegates		25%
*please note that all group discount are given on the final price		

4 EASY WAYS TO REGISTER
+971 4 447 5711
+971 4 447 5710
register@leoron.net
www.leoron.com

<input type="checkbox"/> PAY BY CREDIT CARD	
<input type="checkbox"/> PAY BY INVOICE	

TERMS & CONDITIONS
<p><b>1. Payment Terms</b> 100% payment of the full amount upon receipt of the invoice. The Withholding Tax and other transfer related charges should be covered by the payer</p> <p><b>2. Cancellation Policy</b> i. All cancellations must be done in writing. ii. Full refund for cancellations will only be paid to a maximum of one week from the invoice date. iii. 50% refund for cancellations will only be paid to a maximum of two weeks from the invoice date. iv. No refund for cancellations done after 2 weeks from the invoice date. Substitute is always welcomed; if not possible a credit will be given which can be used for any of LEORON PDI up to 1 year.</p> <p><b>3. Force Majeure:</b> If the event is postponed, canceled or abandoned by reason of war, fire, storm, explosion, national emergency, labor dispute, strike, lock-out, civil, disturbance, actual or threatened violence by any terrorist group, or any other cause not within the control of our organization, we shall be under no liability to 'Company' for non-performance or delay in performance of obligations under this contract or otherwise in respect of any actions, claims, losses (including consequential losses) costs or expenses whatsoever which may be brought against or suffered or incurred by 'Company', as the result of the happening of any such events.</p> <p><b>4. Complaint and Refund:</b> For more information regarding administrative policies such as complaint and refund, please contact Val Jusufi, Head of Training at: Tel: +971 4 447 5711, Fax: +971 4 447 5710, e-mail: val@leoron.net</p> <p><b>5. Governing Law:</b> This contract shall be governed by and construed in accordance with the Laws and Regulations of DMCCA.</p>