

# F<sup>BAM!</sup>M Visualized

## The Knowledge Ladder

From Technical to Business <sup>ZAP!</sup>

As you increase your scope & responsibility, your business skills become more important than technical skills to get results and advance your FM career.



**TECHNICAL SPECIALIST**

**Technical**  
Knowledge,  
Experience  
& Skill

**Business**  
Knowledge,  
Experience  
& Skill

**HEAD OF FM**

**More scope & Responsibility**

**CRITICAL SKILLS**  
FACILITY MANAGERS  
**MUST HAVE**

**More Business Skills**



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**FACILITY LEADERSHIP**  
PROFESSIONAL DEVELOPMENT

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