

## Certified Facility Manager (CFM)

*Lisbon (Portugal)*

*2 - 6 December 2024*

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## Certified Facility Manager (CFM)

Code: SC28 From: 2 - 6 December 2024 City: Lisbon (Portugal) Fees: 4400 Pound

### Introduction

The Certified Facility Manager CFM course is designed to equip professionals with the knowledge and skills needed to excel in facility management. This comprehensive program covers key areas such as operations and maintenance, project management, finance, and sustainability. By completing the course, participants will be prepared to manage facilities efficiently, ensuring smooth operations and aligning them with organizational goals. Earning the CFM credential demonstrates expertise and leadership in the field, providing a competitive advantage in the job market.

### Course Objectives

- Know important terminologies, guidelines, practices, and assessment techniques to effectively manage tangible assets under facilities management
- Keep abreast of sustainability concepts and assessment techniques under waste management, water management, energy management, etc., and ensure legal compliance
- Recognize, evaluate, and manage human, political, social, economic, and industry factors affecting facility management and strategically align facility management with the organization
- Apply tools and techniques to planning, coordinating, implementing, evaluating, and closing out facility management projects.
- Understand and employ financial and business aspects such as capital budgeting, financial analysis & reporting, procurement contracting, etc.,
- Apply various metrics, steps, assessment tools, and techniques in quality, risk, information and technology management

### Course Outlines

#### Day 1: Workplace environment

- Occupant services.
- Occupant health, safety, and security.
- Buildings, building systems, infrastructure, and grounds.
- Furniture, fixtures, and equipment.
- Physical safety and security.
- Operations and maintenance processes.
- Work management support systems.
- Renewals and renovations.
- Eliminating team impediments.
- Managing virtual team.

#### Day 2: Strategic planning and alignment with the demand organization

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- Policies, procedures, and compliance.
- Individual and team management.
- Leadership.
- Relationship and conflict management.
- Change management.
- Corporate social responsibility.
- Political, social, economic, and industry factors affecting facility management.

#### Energy management

- Water management.
- Materials and consumables management.
- Waste Management.
- Workplace and site management.

#### Day 3: Facility Information Management and Technology Management

- Data collection and information management.
- Information protection and cyber-security.
- Technology needs assessment and implementation.
- Maintenance and upgrade of technology systems.

#### Day 4: Risk management & communication

- Risk management planning.
- Emergency preparedness, response, and recovery.
- Facility resilience and business continuity.
- Planning.
- Delivery.
- Evaluation.

#### Day 5: finance and business

- Operational and capital budgeting.
- Evidence-based decision-making process e.g. business case.
- Procurement e.g. purchasing, sourcing of goods and services.
- Contracting.
- Financial analysis and reporting.

#### Real estate strategies

- Real estate assessment, acquisition, and disposal.
- Real estate asset management.
- Space management.
- Major projects and new construction.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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