

Resolving FM Communication Problems

COMM

1-day course

Aim

To provide a comprehensive introduction to communication skills in order to promote effective working relationships and deliver a more effective facilities management service

Objectives

By the end of this course you will be able to describe:

Why effective communication is particularly critical in the FM role
How to improve your Interpersonal skills & enhance your abilities and performance
The key elements, techniques and skills for good communication in FM
Some of the practical communication tools & techniques available

Description

This course is suitable for anyone working in facilities management who needs to develop their communication skills, improve their working relationships and be more effective in their work.

In Facilities Management, technical abilities are not enough to ensure success, because a fundamental aspect of the role is communicating with a wide variety of people.

Many facilities personnel need support to develop the “soft side” of service delivery, and communication skills can spell the difference between success and failure in getting the job done.

The FM is one of very few roles that regularly deal with all levels of personnel in the organisation, from the most senior to the most junior, and across all disciplines and specialisms. The role requires varied and highly effective communication skills, which are essential to support technical expertise.

Facilities Management involves getting things done by people for other people, which natural communicators find easy. However everyone can improve this ability, and this course has been tailored to meet the unique communication needs, concerns and challenges of facilities management.

Course content

Understanding Communication in FM

- What's special about FM?
- Types of FM Customer
- Understanding your Audience

The Elements of Good Communication

- Words, tone and non-verbal communication skills

Effective Listening for FMs

- Active Listening Skills
- Clarification & Comprehension

Effective questioning skills for FMs

- Types of questions and when to use them

Customer Communications – the good, the bad and the ugly

- Giving praise
- Saying No
- Handling complaints

Developing a Facilities Communication Plan

- Objectives and Action planning
- Tips, Tools & Techniques

Programme timings

09.00 Registration, tea and coffee

- 09.30 Welcome & Introductions
- Understanding Communication in FM

11.00 Tea and coffee

- 11.20 Effective Listening

13.00 Lunch

- 14.00 FM Customer Communications

15.20 Tea and coffee

- 15.40 Presentations and Public Speaking
- Developing a Facilities Communication Plan

16.45 Close and departure