

Creating and sustaining modern workplaces

Achieving the highest workplace performance through flexible ways of working

2-day course

Aim

This course aims to help you achieve the most challenging reductions in space costs while maintaining the organisational value of your space. It is structured to develop your understanding of the two different approaches that will help you achieve these goals. Day One covers space supply issues, looking at asset management in terms of organisation and stakeholder value as well as occupancy cost. Day Two focuses on managing space demand. The skills sets and levels of organisational effort required to achieve and sustain very low space utilisation are quite different.

Objectives

By the end of this course you will understand:

From Day One:

How space impacts the bottom line in terms of capital costs, running costs - and in the performance of people

How attitudes and expectations about space are changing, bringing new opportunities

Why both space supply and demand are important to you as a Facility Manager

The importance of setting goals for your portfolio related to your business objectives

How to undertake asset management in a way that relates to your business objectives.

The opportunities in managing user demand

From Day Two:

The potential for achieving business transformation while improving the bottom line

How reasonable user behaviour can lead to unreasonable expense

The importance of understanding and profiling the key aspects of how people work: wants, needs and workstyles

The key management allies who need to be involved in your project

The key elements of a workplace change management: involving staff and achieving buy-in.

Measuring success and sustaining change

Description

This course is aimed at Facilities staff with a good general knowledge of office buildings and their use and is intended to develop more advanced thinking with regard to the way space is valued and managed. It employs a combination of thought-provoking material, case studies of what others have done and exercises to explore techniques.

This workshop is not a space planning course as such. The aim is to provide a framework for attendees to consider the needs of their own organisation and to understand that there is no single solution to the challenges they face in implementing appropriate modern working environments.

At the conclusion of the workshop, attendees should be capable of developing strategies for maximising the value of their space - appropriate for their own organisation.

Programme

DAY ONE

- 0930 Introduction to the course**
The contextual 'big picture': the cost and value of space
Workplace trends and evolving working practices
Managing supply, managing demand
- 1045 Coffee break**
- 1100 Understanding building supply**
The performance of buildings
Space measurement and budgeting
Introduction to Exercise
- 1230 Lunch**
- 1330 Exercise and conclusions**
Demand / supply modelling
Approaches to space cost reduction and their limitations
Wider asset value: quality, brand and social value
- 1500 Tea break**
- 1520 Taking a fresh approach to your objectives**
Identifying stakeholders and their issues
Developing business-led KPIs: an integrated approach
Recap on exercise: the potential impact of modern working
Case study: opportunities in change
- 1630 Close**

DAY TWO

- 0930 Review of day one**
Culture, behaviour and the relationship to space
Balancing user wants and business objectives
Researching and interpreting user needs
Profiling how people work and developing workstyles
- 1045 Coffee break**
- 1100 Managing workplace change**
Understanding your internal customers and stakeholders
Responses to change
Building alliances and securing sponsorship
Preparing the people for the workplace
- 1230 Lunch**
- 1330 The modern workplace**
Case study in business transformation
Developing the modern workplace appropriate for your organisation
Benchmarking

1500 Tea break

1520 **Benefits management**

Rethinking FM services for modern workplaces

Managing continuous change and redefining flexibility

1630 Close

How do I book?

Telephone: 020 7404 4440

Email: info@bifm-training.co.uk

Website: www.bifm-training.com/workspace_solutionsFS.htm

To book online, copy the above URL into your web browser and scroll down to the registration link below the course description.