

IMPROVING WORKPLACE PERFORMANCE

The course focuses on the key measures and critical issues that will ensure continued improvement and innovation in the workplace and analyses what high performance in FM means in the knowledge economy.

Establishing critical success factors is essential: cost impact, greater reliability, better value for money, a higher level of service and; establishing the right mix of all these. The workplace must be cost effective yet it must also enable people to work effectively and productively. What is the right balance between cost and effectiveness, between quality and value? This course reviews all these issues and provides delegates with a range of tools, techniques and case studies with an opportunity to explore them through discussion.

The extending scope of FM leadership

What do we mean by performance and high performance in FM?

Understanding your stakeholders and customers

Developing realistic measures, programmes and setting targets for success

Creative problem solving

Recognising the importance of partners and allies

Communicating and engaging with staff and managers

Frameworks for getting buy-in and decisions made.