

**Program
Prospectus**

Do More With Your FM Career



Welcome to your team's next chapter: FM success.

Congratulations on taking the first step toward giving your team the world-class training it needs to meet the demands of your facility!

Professional development fills your team's knowledge gaps and equips them to excel as FMs; applying best practices and techniques of facility management gives your organization a competitive advantage in maintaining efficient and sustainable built environments while meeting the demands of the modern workforce.

As the only facility management association with four decades of experience supporting facility professionals in more than 100 countries, IFMA is your resource for current training, networking and FM trends.

23,000+ members worldwide
Over **100** countries
143 chapters
6 communities of practice
16 councils

Group Training

The FM Profession In Years To Come

The global demand for effective and efficient FMs is greater than ever. In the U.S. alone, the FM profession is outpacing the growth of other occupations by 3.5 percent on average.

The global facility management market reached a value of US\$ 48.9 billion in 2020 and is expected to reach US\$ 74.4 billion by 2024.

**Educated
Teams
Outperform**

What's driving demand for highly trained and qualified FM's

- ▶ Environmental impact awareness and regulation for businesses, as well growing global expectations for corporate social responsibility
- ▶ Developing technology increasing the efficiency of the built environment
- ▶ Emerging trend of digitalization, along with the increasing adoption of the Internet of Things (IoT) and cloud-based software
- ▶ "Smart buildings"
- ▶ Demand for information governance, or the area of managing records and data security in compliance with law and social expectations.
- ▶ "A continuing focus on the environmental impact and energy efficiency of buildings will keep facilities managers in demand. Improving energy efficiency can reduce costs and often is required by regulation



Facilities managers will be needed to oversee these improvements in a wide range of areas, from heating and air-conditioning systems to roofing. In addition, facilities managers will be needed to plan for natural disasters, ensuring that any damage to a building will be minimal and that the organization can get back to work quickly."

-U.S. Bureau of Labor Statistics

The Benefits of Group Training

- ▶ **Strong FM outcomes** that prove you're supporting your organization's strategic initiatives
- ▶ **You can establish a higher standard of excellence for FM performance** when your team understands best practices and key performance indicators. A unified approach to managing your facilities and assets balances your organizational score card and saves precious time and resources, proving the value of your team to leadership.
- ▶ **Common knowledge for better planning and stronger communication**
- ▶ **Level the playing field.** Establish common skills and vocabulary for your team based on the wider built environment.
- ▶ **Universal problem-solving skills** to meet changing facility management demands
- ▶ In an ever-changing environment, your team can learn **universal critical thinking skills** to adapt and respond quickly.
- ▶ **Better talent acquisition and retention**
- ▶ **Stand out to prospects as the employer of choice** because you're committed to cultivating your FMs.
- ▶ **Successful role transitions and succession planning**
- ▶ **Well-trained employees can adapt to new roles.** You can retain institutional knowledge, support business continuity and avoid functional gaps in your team when someone retires or transitions to another job.
- ▶ **Confident and resilient employees/teams**
- ▶ **Knowledge = confidence.** Help your people own their roles and equip them for empowered decision-making.

The ROI of Group Training

Facility management is a vast, skillset-diverse profession that demands knowledge in multiple disciplines. Additionally, facility professionals emerge from diverse backgrounds: engineers, architects, technicians, office managers, interior designers – the list goes on.

While diversity is an asset, it can cause major differences in knowledge and experience levels in a group of people. Enter IFMA Training; because it's tailored to your team's specific needs, it fills your unique knowledge gaps and sets your team up for its greatest success.

Successful FM's have a solid foundation of the fundamentals of FM, passion for staying informed of industry trends and developments, confidence in their expertise verified by credentials and cross-training for proficiency in multiple disciplines.

Overview of IFMA's Professional Development

Credentials & Training Courses

IFMA professional development offerings are guided and produced by world-class experts and draw on our 40 years as the industry leader in FM education.

We offer the only industry credentials that are backed by the American National Standards Institute (ANSI), the foremost accrediting body in the U.S. ANSI provides an unbiased review of our credentialing programs that protects our integrity and bolsters international respect and confidence in our learning programs.

No matter your learning goals, our professional development experts will help you curate the training your team needs for success.

Credential Holders



12,933

Facility Management Professional



2,768

Certified Facility Manager



1,332

Sustainability Facility Professional



"The process of achieving both the FMP and CFM credentials has contributed significantly to my practice of the FM profession, and driven a desire to achieve true operational excellence."

Stewart Livsie, CFM, FMP
Manager, Maintenance & Construction
The University of New Mexico

"The CFM gave me a lot of confidence in myself, because I always perceived that I wasn't smart enough or not good enough as other people were, women especially. So, for me, it made me feel really good and so I started to behave that way with other people."

Mary Gauer, CFM
Founding Member of IFMA

"The SFP program helped me get a better idea of the waste streams that come in and out of our facilities, [renewable energies] that we can use to help power buildings, the water reclamation that can help reduce water consumption and how we can reduce our energy consumption. With the SFP, I'm able to help senior management and colleagues understand the importance of these changes."

Samantha Todd, FMP, SFP
Manager, Canadian Federal Government

Global Job Task Analysis

Defining the practice of FM

Per industry standards, IFMA updates the Global Job Task Analysis (GJTA) every 5-7 years to reach the consensus of FM practitioners worldwide and identify and validate tasks that are important to the work performed by facility managers globally.

IFMA uses the GJTA results to clarify commonalities of the FM's job role at a strategic level through a better understanding of the unique regional and tactical differences between countries.

The GJTA has identified 11 "core competencies" or skill areas that form the framework for IFMA's professional development credentials, courses, webinars, event programs and more:

- 1 Operations & Maintenance
- 2 Finance & Business
- 3 Project Management
- 4 Leadership & Strategy
- 5 Performance & Quality
- 6 Real Estate
- 7 Sustainability
- 8 Communication
- 9 Risk Management
- 10 Occupancy & Human Factors
- 11 Facility Information Management & Technology Management



Our FM training experts are ready to help you build **your team's best path to FM excellence** via verified knowledge through credentials.

Path Finding



WHO
New to FM or FM adjacent

WHAT
Intro to FM

WHO
Base of FM knowledge for deeper dive

WHAT
Increase knowledge in 4 critical areas

WHO
Desire to impact organization's economic, environmental and social bottom lines

WHAT
Understand efficiency, data-driven decision making and Sustainable practices

WHO
Experienced Professionals such as career FM or engineers

WHAT
Globally recognized, assesses competence through education, knowledge, and experience.

Facility Management Professional

FMP® | Knowledge-Based Credential Program

Earners of this ANSI-accredited credential build their confidence and ability to successfully execute planning and tactics. It's no wonder the FMP® is the industry's go-to for foundational FM learning.

The FMP is comprised of the four fundamental areas of FM knowledge:

- ▶ Operations & Maintenance
- ▶ Finance & Business
- ▶ Project Management
- ▶ Leadership & Strategy

10-12

Hours per focus area.

40-48

Study hours total.

5.7 CEU's Total



With this foundation, FMP® holders are able to:

- ▶ Develop the skills and certainty to solve complex on-the-job challenges
- ▶ Learn best practices and run facilities more effectively and efficiently
- ▶ Gain confidence in their role through required skills for managing facilities
- ▶ Learn critical thinking skills essential to overseeing complex facilities
- ▶ Add value to their organization and career

The FMP® is an online program that offers optional print materials. Once students have completed the coursework, they can complete the final assessment at the end of each module. When all four final assessments are completed within the FMP® program, students can apply for the lifelong credential.

What's included?

- ▶ Interactive online study tools
- ▶ Interactive digital flipbook
- ▶ Pretests, quizzes and case studies
- ▶ Flash cards and FM glossary
- ▶ Final assessments

What will my employees receive?

- ▶ Lifelong credential accredited by ANSI
- ▶ Certificate after completion of each individual module
- ▶ Mailed official Facility Management Professional® Certificate
- ▶ Digital badge for secure, online recognition and verification for employers
- ▶ 60 CE hours you can use toward another credential maintenance
- ▶ Distinction among your peers

Languages

We currently offer the FMP® in English and Simplified Chinese.

IFMA is considering additional translations in Canadian French, Brazilian Portuguese and Castilian Spanish. If your company is interested in sponsoring a translation of the FMP® for a particular language, please contact:

corporateconnections@ifma.org

Sustainability Facility Professional

SFP® | Knowledge-Based Credential Program

Those who earn the SFP® are equipped with sustainability expertise to support their company's future growth while meeting the evolving demands of corporate environmental responsibility.

The SFP® covers three focus areas of sustainable facility management:

- ▶ Strategy and Alignment
- ▶ Managing Sustainable Facilities
- ▶ Operating Sustainable Facilities

20-23

Hours per focus area.

3 CEU's Total

60-70

Study hours total.

**Strategy &
Alignment for
Sustainable FM**

.70 CEU's

**Managing
Sustainable
Facilities**

.90 CEU's

**Operating
Sustainable
Facilities**

1.4 CEU's



Strategy & Alignment

Learn how to align, implement, review, measure, and communicate sustainable strategies.

Managing Sustainable Facilities

Manage sustainable program development from concept to implementation to change management. Identify goals, metrics, and tools to measure program performance.

Operating Sustainable Facilities

Implement tools and strategies to improve the sustainability of facility practices including water resources, materials, quality, workplace management, indoor environmental quality, waste management, and site considerations.

The SFP® is an ANSI-accredited online program with optional print materials. Once participants have completed the coursework, they can complete the final assessment at the end of each focus area.

When all three final assessments are completed within the SFP® program, students can apply for the lifelong credential.

SFP® earners have the tools to:

- ▶ Maximize their facilities' efficiency in the 8 areas of sustainable FM:
 - ▶ Energy, water, materials and resources, workplace management, indoor environmental quality, quality of services, waste and site impact
- ▶ Develop valuable solutions and improve their company's triple bottom line - economic, environmental, and social
- ▶ Apply innovative ideas to any industry and any building rating system
- ▶ Show the impact of sustainability on the strategic planning model and engage leadership in sustainable initiatives
- ▶ Become pivotal in formulating, sponsoring and leading policy development and implementation

What's included?

- ▶ Interactive online study tools
- ▶ Interactive digital flip book
- ▶ Pretests, quizzes and case studies
- ▶ Flash cards and FM glossary
- ▶ Final assessments

What will my employees receive?

- ▶ Lifelong credential accredited by ANSI
- ▶ Certificate after completion of each individual module
- ▶ Mailed official Sustainability Facility Professional® Certificate
- ▶ Digital badge for secure, online recognition and verification for employers
- ▶ Up to 70 CE hours approved by GBCI toward your LEED maintenance
- ▶ Recognition as a leader in sustainable FM

Certified Facility Manager

Certified Facility Manager® (CFM®)
Competency-Based Exam

The Certified Facility Manager® (CFM®) sets the standard ensuring the knowledge and measuring the competency of practicing facility professionals. Earning this internationally recognized credential is the hallmark of a committed facility professional who has demonstrated skills and mastery of the entire FM body of knowledge.

- ▶ CFM® applicants take a competency-based exam that is proctored in-person or virtually.
- ▶ The exam has 180 multiple choice questions that emphasize the application of the concepts and principles of the 11 core competencies.
- ▶ Applicants have 4 hours to complete the exam, which is graded as pass or fail.

Recertify

Earn 6 Professional development credits.

Verify if it's time for you to take the ethics assessment

Cycle Starts

When certification or recertification is earned.

Cycle Ends

On Dec 31, three years from the date of the CFM exam or the last recertification date.

Certification Expires

3 months after your end date if recertification is not completed.



Those who earn the prestigious title of CFM®:

- ▶ Gain credibility in their professional network
- ▶ Validate their mastery of facility management's 11 core competencies
- ▶ Distinguish themselves as leaders in FM
Proudly join a respected group of FM professionals

To apply for the exam, applicants must have:

Experience	Education	Ethics Training
5 Years	Any	Take the IFMA ethics assessment or submit ethics coursework within 30 days of passing the exam.
3 Years	Bachelors or Masters Degree in FM	Contact: credentials@ifma.org for more information.

After 3 years, a CFM® recertifies his or her credential with continuing education. Recertification reflects the FM's commitment to professional growth and solidifies elite status throughout their FM career.

Credential Badges



Proof of achievement

What better way to celebrate completing a credential program than by showing the world what you've achieved?

Not only do IFMA credential earners gain a listing in our online registry of badge-holders, but their digital badges are verifiable and sharable.

IFMA encourages credential-holders to share their achievement with the world by displaying their badge on a social media profile such as their LinkedIn page, email signature, and more.

IFMA's Credentials

Individual FM Learning Courses

11 Eleven Core Competencies

IFMA offers flexible, targeted training so you can customize your training program and choose only the areas of study your team needs. Fill your employees' unique knowledge gaps and save time, money and worry.

Operations & Maintenance

- ▶ Learn how to assess and inspect facility needs
- ▶ Manage, oversee and monitor operations and maintenance of buildings, systems and equipment
- ▶ Understand the processes for developing occupant service specifications and more

Finance & Business

- ▶ Learn the essential finance and business practices and how to integrate those into your function as an FM
- ▶ Understand how to engage finance, legal, procurement, risk managers and others to maximize decisions for your organization

Project Management

- ▶ Plan, initiate and execute projects
- ▶ Understand the entire project life cycle and how to monitor and control project performance
- ▶ Learn about the facility manager's role in projects and how to evaluate outcomes

Leadership & Strategy

- ▶ Learn effective strategies to integrate people, place and process
- ▶ Align the facility portfolio and functionality with its organization's missions and available resources

Performance & Quality

- ▶ Develop a "systems thinking" perspective by studying critical insights into quality-related facilities practices
- ▶ Use quality and statistical tools to measure the performance of the facility management organization and service providers to make continual improvements

Real Estate

- ▶ Development and implementation of a real estate strategy, including methods to access, acquire, manage and dispose of physical assets
- ▶ Study project management principles for managing new construction and other major projects

Sustainability

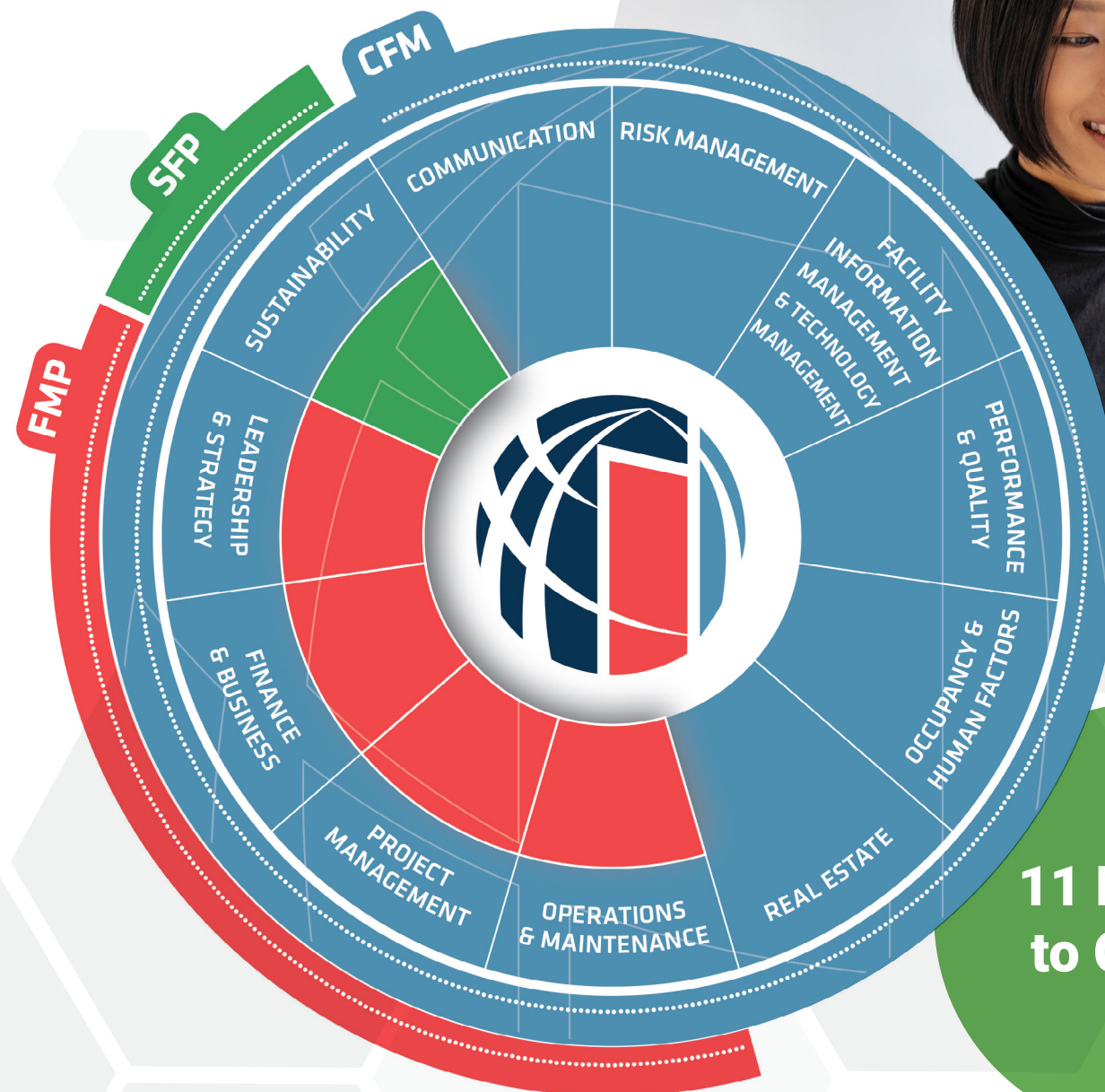
- ▶ Strengthen your grasp of energy, water, waste and workplace management as they relate to facility management and support your organization's corporate social responsibility goals

Communication

- ▶ Hone your writing skills and ability to recognize your intended audience and deliver targeted messaging
- ▶ Deliver more effective verbal communication
- ▶ Develop an FM comm plan

Risk Management

- ▶ Understand your role as steward of the built environment
- ▶ Assess and mitigate risk to support:
 - ▶ risk management planning
 - ▶ emergency preparedness
 - ▶ response and recovery
 - ▶ facility resilience
 - ▶ business continuity



**11 Badges
to Collect**

Facility Information Management & Technology Management

- ▶ Gain proficiency in planning, implementation and use of technologies that support the day-to-day operations of the facility management function
- ▶ Understand automation of intelligent building systems and facilities data management:
 - ▶ Collection, verification, synthesis, management, reporting and security

Upon completing any of these courses, an FM receives a digital badge to share their achievement and verify their knowledge.

Essentials of Facility Management

Knowledge Base Program

IFMA's Essentials of Facility Management series will help you learn the basics of FM while expanding your knowledge of key concepts FMs need to know for greater success.

- ▶ Understand key concepts of FM, including terminology and tactics
- ▶ Learn the planning, scheduling and achievement of daily FM tasks
- ▶ Realize facility management's value to an organization and build your confidence

What will Your Employees Receive?

- ▶ Digital certificate of completion
- ▶ Understanding of Facility Management
- ▶ key concepts and skills
- ▶ Preparation for IFMA's FMP®

**4-8
Hours**

Focus Area 1

Introduction to Facility Management

- ▶ Introduction to Facility Management

**6-12
Hours**

Focus Area 2

Operations & Maintenance

- ▶ Introduction to Operations & Maintenance
- ▶ The Basics of Building Systems
- ▶ The Application of Technology in Operations & Maintenance
- ▶ The implications of Health & Safety in Managing Buildings

What You'll Study

**10-20
Hours**

Focus Area 3

Workplace Management

- ▶ Supervisory Roles in Facility Work Management
- ▶ Applying Work Management to Building systems
- ▶ Work Management Tools in Facility Management
- ▶ Managing Contractors in Facility Management
- ▶ Managing and Tracking Customer Relations in FM

IFMA's Learning Models

We've designed our courses and credentials to accommodate different learning styles and non-stop schedules.

40%

Average increase in employee performance with IFMA credential

On average, IFMA credentials lead to a \$6,000 salary increase within the first year

(*According to the IFMA sponsored research report, "Evaluating the Value: International Facility Management Association (IFMA) Facility Management Credentials"



Self-study

- ▶ Complete at your own pace
- ▶ Courses accessed online
- ▶ Optional print materials available
- ▶ Reduced pricing based on number of employees



Classroom

- ▶ In-person instruction in classrooms across the world Led by an IFMA instructor
- ▶ Full day of instruction



Virtual FMP courses:

Hybrid of self-study and online instruction

- ▶ Cover high points of FMP chapters with an IFMA Qualified Instructor
- ▶ Weekly 90-minute live webinars and discussion of coursework and relevant case studies

Why IFMA is your best partner in FM professional development

Our mission to advance the FM profession and our commitment to offering best-in-class education for FMs make IFMA the premier choice for group training that exceeds your expectations.

IFMA clients with multiple training participants enjoy discounts, and all group training clients receive concierge-style service from an IFMA account manager.

Clients enjoy numerous perks with their IFMA training:

- ▶ Enrollment and program rollout assistance
- ▶ Course kick-off to engage training participants
- ▶ Detailed progress reporting
- ▶ Forecast for program completion
- ▶ Creative planning for getting your employees to complete training

Build your customized team training plan and crush expectations for your organization's FM performance.

Our team of experts is ready to help you excel in managing your built environment.

Contact Us!

Corporateconnections@ifma.org | +1 (713) 623-4362

Why You Should Join IFMA's Global Community

As an IFMA member, you get instant access to the networking, education and support your team needs to grow as FMs. We offer leadership and speaking engagements, access to professional development and more.

70%

of organizations rate IFMA credentialed employees as having statistically significantly higher performance

74%

of employers feel the overall reputation of the FM team is improved by having their team go through IFMA education

A few of the benefits our members enjoy:

- ▶ Monthly content and resources only for members
- ▶ Access to our private online Engage discussion forum
- ▶ Exclusive access to articles, templates, videos and more
- ▶ Discounts on industry-leading research, events and other networking opportunities





800 Gessner Rd., Suite 900, Houston, Texas, USA 77024-4257
Corporateconnections@ifma.org | +1 (713) 623-4362