THE FACILITY MANAGER’S ROLE IN BUILDING COMMUNITY AT WORK

LISA WHITED – ADVANCED WORKPLACE ASSOCIATES
Lisa Whited, Senior Associate
Advanced Workplace Associates

Rates of suicide and drug overdoses have continued to climb

**SUICIDE**

Deaths per 100,000

- Male: 22.4
- Female: 6.1

**DRUG OVERDOSE DEATHS**

- Male: 29.1
- Female: 14.4

Source: Centers for Disease Control and Prevention

THE WASHINGTON POST
CURRENT COMMUTE

FUTURE COMMUTE

☑ PLANS
☑ BUDGET
☑ SCHEDULE
☐ PEOPLE!

Image Slide
duration: 00:01:18

Image Slide
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What is your favorite day of the week?

duration: 00:01:24

- Sunday - 11%
- Monday - 4%
- Tuesday - 0%
- Wednesday - 2%
- Thursday - 9%
- Friday - 26%
- Saturday - 49%

Image Slide
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What is the most challenging aspect of your work when it comes to change?

duration: 00:02:34

Participant Input

- People
- Fear
- Management decision
- People
- Employee Needs
- Diversity
- Satisfying people
- Managing expectations
- Volume
- Hierarchy issues
- People
- Alignment
- Lack of leadership support
- Resistance
- Generational differences
- Space
- Cultural history of our company
- Fear
- Negativity
- Getting folks on board to change.
- Buy In
- Adoption
- Managing expectations
- Resistance
- No change
- Behaviors
- My work has not changed but the focus has
- Lack of communication
- Not understanding
- Perceived/real need for privacy
- veteran employees
- Buy-in
Generational
Support needs of employees
Managing needs of different generations
Match leadership vision to boots on the ground
Managing employee expectations
Selling the vision then not being able to change fast enough
Buy in
Have such venture that people get complacent; afraid of change
Long tenure workforce
Employee change Management
Legacy systems
Help people with transition
Managing expectations. Realistic
Different perception for every person
Creating enthusiasm for environment thru constant change
Buy in
Clear Communication
Why
Perception
Fear
Inconsistent communications
Mistrust because of constant change
Fear
Educate
Budget and schedule issues
20+ yr employees very common
Perception
People
People adjusting
Communication
Changing Behavior
Communication
Communication
Leadership adapting to change
Habit formation
Adaptability
Senior staff becoming complacent.
Timeline challenges
Realistic
Help with new processes without telling them what to do
People, Resistance, Culture,
local government expectations
Time management
Managing expectations of multiple generations in same workplace
Organizational change management
Generational workforce differences
Whining employees
Convincing change is needed; power structure
Common sense
Old way of thinking
Communication channels
Acknowledge
Can't envision
Leadership visible and supporting

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EMPLOYEE ENGAGEMENT AMONG THE U.S. WORKING POPULATION

Source: Gallup Poll 2018
Time spent in meetings to make decisions

Time spent in meetings to second guess decisions

Change orders due to second-guesses in field $$$$$$$$$$$$$$
Image Slide
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What made a difference that allowed this transformation to be so positive?

duration: 00:02:25

Participant Input

- Communication
- Communication
- Better communication
- Regular updates
- Early employee engagement
- Communication
- Change management process
- Early engagement
- Involvement
- Communication
- Getting input early on
- Involving them in the beginning
- Early engagement
- Employee input
- Employee input
- Express opinions
- Involvement
- Communication & employee engagement
- Honesty, clear communication, consequences
- Inclusion
- Seek input from end users
- Change enablement
- veteran employees
- Transparency
- Change can be good
- Allow opportunities for everyone to be heard
- Engagement
- Inclusion
- Asked for employee input
- Communication
- Input and Feedback
- Employees input
• Share goals
• Communication
• Early engagement
• Actually listening to your people
• Employee involvement
• Really listening
• People centeredness
• Having a clear message as to why this is happening
• Good communication.
• Communication
• Communication
• Employee input
• Communicate goals
• Continued flexibility during the project
• Leadership support
• Listening to employee input
• Positive people
• Early conversations
• Communications
• Community engagement
• Communicate
• Employee involvement
• Offering more accountability
• Implementation
• Presentations
• Early input
• Choices
• Communication
• Open discussion
• Early Employee Engagement
• CEO/Sr Management driving change
• Technology & built physical environment
• Communication
• Employees involvement
• Listening
• Money
• Engagement
• Leadership involved with strategy
• Communication
• Explaining that this is not a threat to job security
• Feeling valued
• Percise plan
• Plan based on feedback
• Promote those that are champions
• Empathy
• Input from all levels
• Keep people informed, included
• giving the "why?"
• Communication and employee engagement
• Inviting the feedback
• Including staff
• Inviting Feedback
• Severe problems; early invite to hear and listen
• Communication
• Space and technology
• Updates

Word Cloud
What do you have to do to feel confident about using this method of engagement?

duration: 00:00:03

Participant Input
Submit any questions you have into Meeting Sift. They will be captured, reviewed, answered and issued to all employees after all workshop sessions have been completed.

Displayed Questions

- Examples of case studies?
- How do you engage workforce positively in the last quarter of the project?
- What's the most creative way you've used the sift?
- How do you get leaders on board?
- Who makes the final decision?
- How critical is top Leader engagement/sponsorship?
- How do you balance the people centeredness with the expenses/reality?
Small group or large group - which size is best for optimal result

Pinned Questions that were not displayed

Unused Questions

Deleted Questions

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Thank you!

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Image Slide
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Your Feedback is Valued!

Please take the time to Evaluate Sessions
Log into the Attendee Service Center

https://events.ifma.org/facilityfusion/2019/registration_update.cfm

CEUs & CFM® Maintenance Activities

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance activity credit for attending sessions at IFMA’s Facility Fusion.

To receive CEU points, you must add the US$20 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

To Receive 1 CFM Maintenance Activity (6 required for recertification)
• Record your attendance for the three-day conference on your CFM Recertification Form in CAMP. Documentation is not required for credit since Credentials Staff can verify your attendance.
• At re-certification time, submit your completed CFM Recertification Form.

Managing CEUs:
• Log into the Attendee Service Center: https://events.ifma.org/facilityfusion/2019/registration_update.cfm Your log-in information was sent to you when you registered for the conference.
• Click “Start CEU Process” on the left-hand side.
• Click “Start” next to the session you attended.
• Complete the session evaluation.
• Click “Start Test” next to the session.
• After passing the test, your certificate will be available for download.

**If you wish to receive CEUs or LUs for other organizations, you must contact those organizations for instructions on reporting credit hours.
Learning Objective 1:
Ensure all people are invited into a conversation about proposed change early on. (Leads to greater buy-in at implementation of change.)

Learning Objective 2:
Encourage one-on-one discussions regarding change vs. small group discussions of 5-6 people. (Because even in groups of 5-6 you will have introverts who will not participate.)

Learning Objective 3:
Understand that resistance to change is a natural, normal human behavior. Expecting and working with this resistance instead of fighting it will allow you to be more successful with the implemented change.