

Land Acknowledgement

We acknowledge that the land on which we gather is the traditional territory of many nations. We recognize the longstanding relationships between the Indigenous peoples of this place, including the Anishinaabe, Haudenosaunee, Huron-Wendat, and Métis peoples.

This land, also referred to as Tkaronto, has been a meeting place for many Indigenous nations long before the arrival of settlers, and it continues to be home to diverse Indigenous communities today. We are grateful to have the opportunity to live and work on this land.

We commit to ongoing learning, listening, and supporting the Indigenous communities as we move towards reconciliation and collective healing.



FM Cappuccino Hour



Nov 27, 2024

Future Proofing FM

Hosted by : Marcia O'Connor, President AMFM Consulting



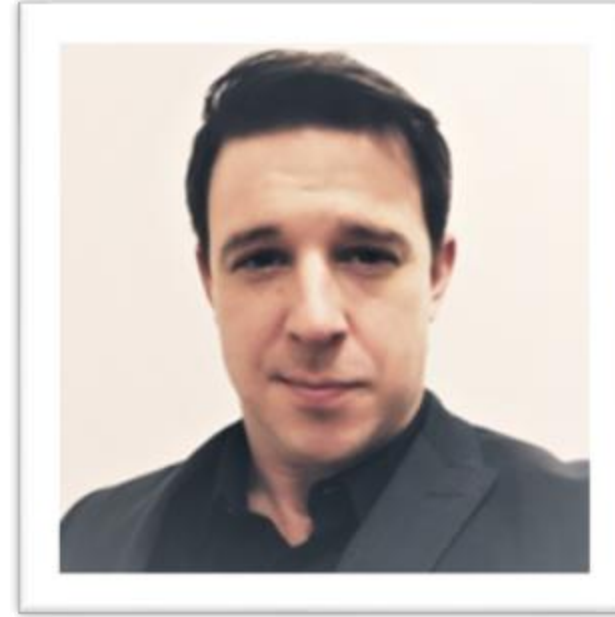
Note: Session will be Recorded

Introductions



Marcia O'Connor

President and Founder,
AM FM Consulting Group Inc.



Kane Jackson

Vice President - JLL
North American Contact Center Solutions



Agenda

Welcome and introductions



Importance of a proactive approach



Q&A and interactive discussion



The session will be recorded

Next cappuccino Hour

Understanding future-proofing in FM



Key trends and best practices





Let's chat



Instructions



Scan QR code

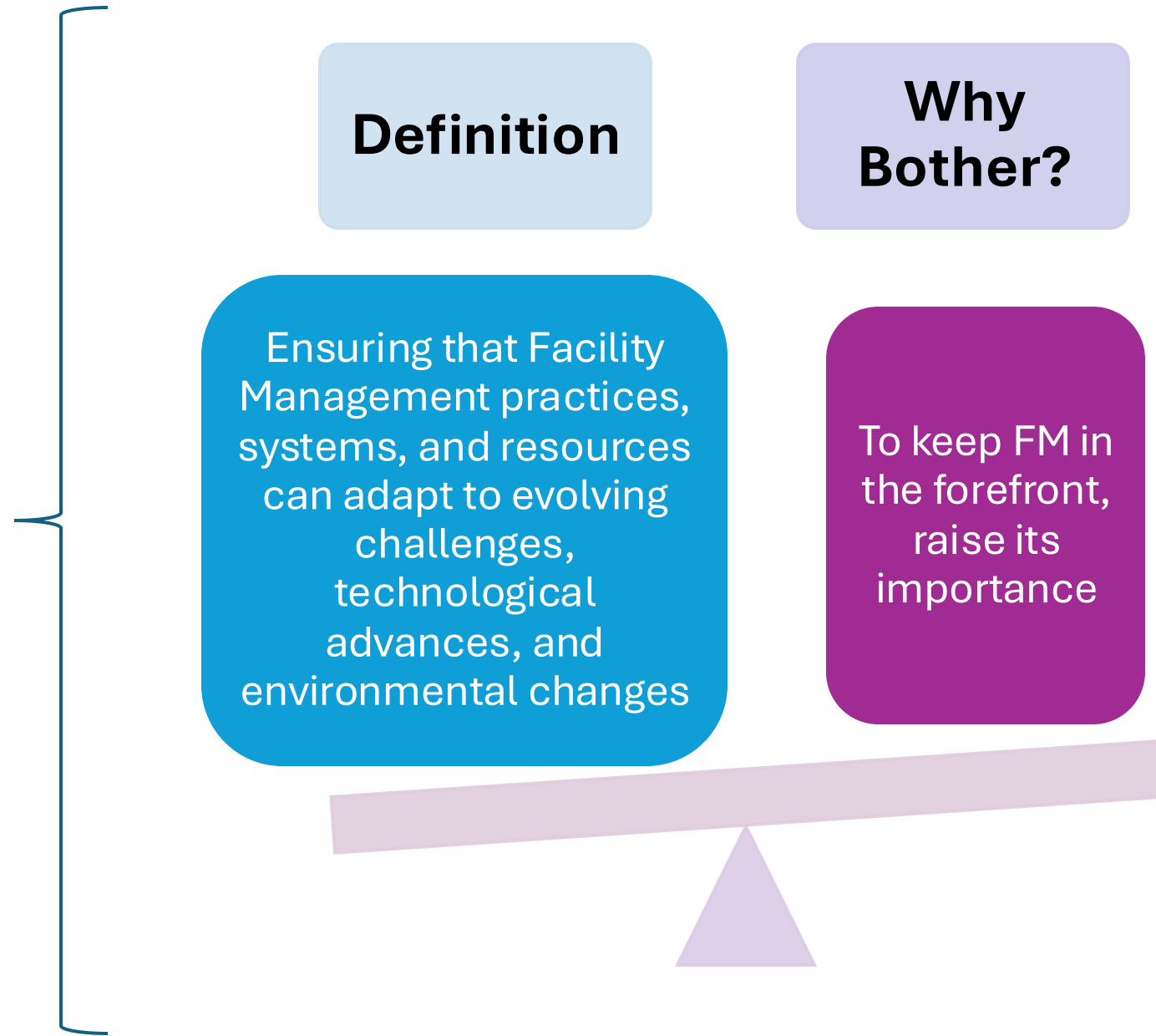
Or

go to www.menti.com

enter the code 1632 7959



What does
Future
Proofing
mean?
Why
bother?



What does Future Proofing mean to you?

17 responses



Attributes of Future- Proofing in FM

Positive Attitude & Proactive Mindset:

- **Adaptability:** Ready for change.
- **Continuous Learning:** Stay informed on emerging trends.
- **Collaboration:** Foster cross-team engagement.

Value to the Corporation:

- **Impact:** Demonstrates FM's strategic importance.
- **Resilience:** Builds stronger, adaptable facilities.

Current Practices & Thinking

Common Approaches in FM

Today-Reactive vs. Proactive: Many FM teams currently operate reactively, which limits the ability to anticipate and manage challenges.

Shifting Focus: Moving from short-term fixes to long-term, resilient strategies.

Emerging Trends

Increased emphasis on **technology integration**

Growing importance of **data-driven decision-making**.

How can facility managers move from a reactive to a proactive approach?

12 responses

use tools for efficiency

understand asset lifespan

plan time in my day

risk analysis

plan

have good data

time management

planning

prepare

technology

make time



7



Emerging Trends



Integration of Smart Technologies and Digital Twins



Blockchain and Smart Contracts for Facility Management



Automation and Robotics in FM Operations



Sustainability and Green Initiatives in Facilities

Emerging Trends



Health, Wellness, and Resilience in Facility Design



Data-Driven Decision Making in FM



Adoption of Enterprise Building Information Modeling (BIM)
Proactive Maintenance Strategies Using Predictive Tools



Ethics and Social Responsibility in Facility Planning

Shifting to a Proactive Approach

How to Make the Shift:



Invest in Training: Equip teams with skills to anticipate issues.



Data Utilization: Use data insights to forecast needs and manage risks.



Regular Review: Continuously evaluate facilities and practices for improvement.

What is the state of your data? Has it hampered or enhanced your role?

7 responses

data plenty action lag
lagging
inconsistent
fragmented
somewhat organized
scattered

Staying Informed on Trends & Best Practices

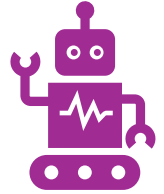
Methods to Stay Ahead:



Industry Research: Attend conferences, webinars, and FM forums.

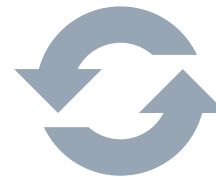


Peer Networking: Engage with other FM professionals for shared insights.



Technology Adoption: Explore new FM technologies that support predictive analytics and sustainability.

Carving the Path for Change:



Encourage feedback and continuous improvement.

How can technology helps you future proof FM?

9 responses

time saver

analytics and trends
predictive assessment

integration

automation

demonstrating value

remote monitoring

provide evidence



What specific steps do you take to make facilities resilient? What do you need to ensure the long-term success of your role today and in the future?

Keep learning

Scheduling and
Planning

Integrate tech with new
processes

Planning

Flexible spaces

Know where you need to
be, not where you are

Speak up

Long-term Lifecycles



What specific steps do you take to make facilities resilient? What do you need to ensure the long-term success of your role today and in the future?

Strategic goals

Keeping sustainability in mind

Learn why clients want and need

team collaboration for brainstorming

Organization of data

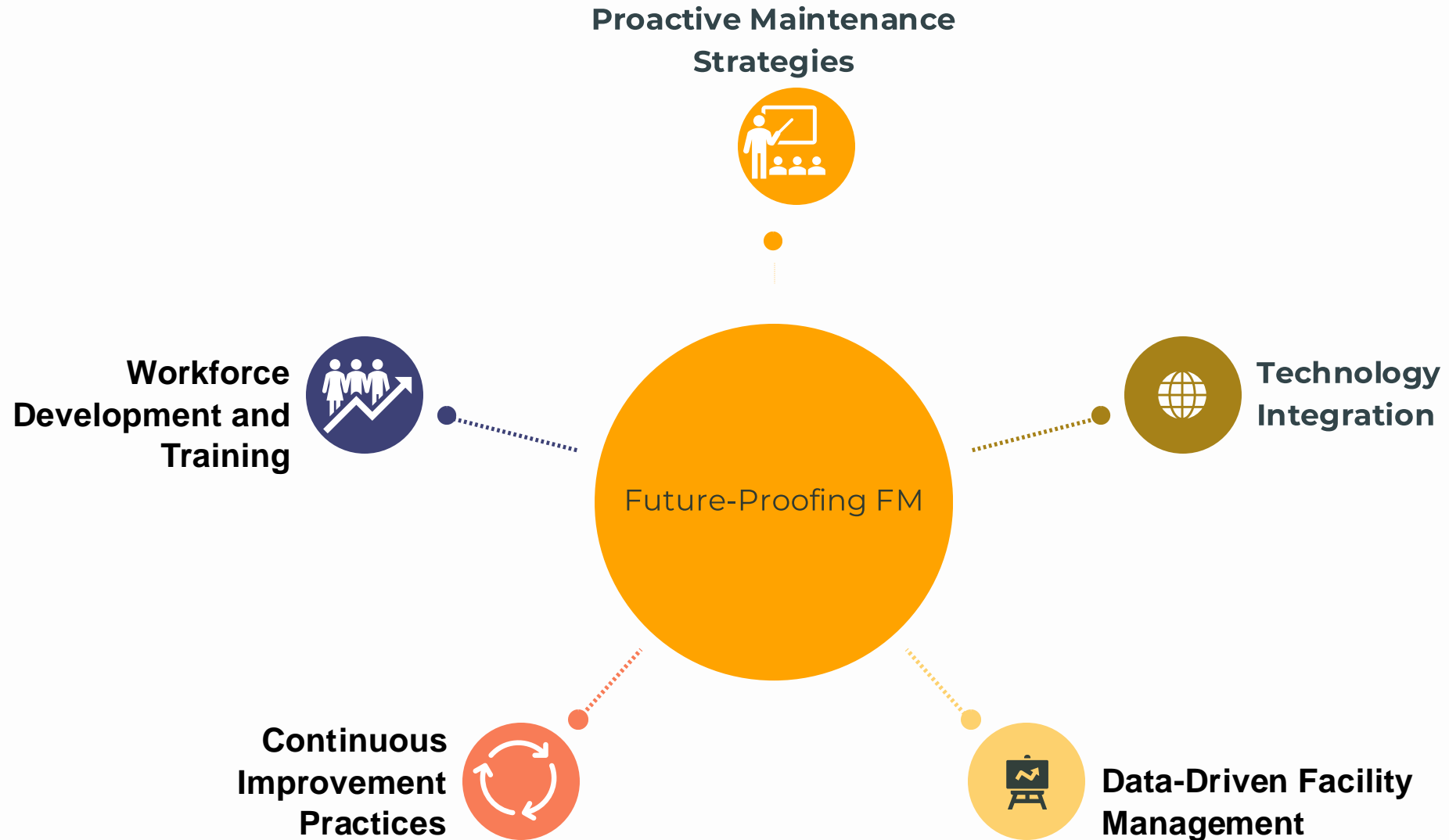
Identifying cyber attacks and aging infrastructure



7



Core Areas for Future-Proofing FM





**Let's Chat
some more**



Let's Share



**Career
Opportunities**

WhatsApp groups :
FM Network



JLL Careers



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Let's Share



IFMA Educational Offerings

IFMA Job Alerts

IFMA Events

IFMA Membership



Let's Share



Events

Event	Date/Time	Link
Course: UofT 3302 - Facilities Management Certificate	Semester: September to December 2024	https://learn.utoronto.ca/programs-courses/courses/3302-facilities-management
Event: Canadian Women in Facilities	Tuesday, December 3	https://www.amfmconsulting.com/event-details-registration/canadian-women-in-facilities-management
Event: The Building Show	Wednesday, December 4 at 9:00 AM – 10:00 AM	https://informaconnect.com/the-buildings-show/program/



Article

Article Title	Brief Description	Link
Data-driven decision-making in long-term care	Exploring innovative approaches to data in LTC.	Read more



Let's Share



Resources

Article:
Data-driven decision-making in long-term care



Article:
Upskilling your worth in facility management



Past Cappuccino Hour Presentations



Next Cappuccino Hour Event

Date and Time:

Date: January 29, 2025

Time: 6:00 PM to 7:00 PM EST.

Sign-up Link/QR Code:



FM Cappuccino Hour

January 29, 2025

Navigating Post-pandemic Landscape

Hosted by : Marcia O'Connor, President AMFM Consulting

AMFM
Asset Management & Facilities Management

Note: Recorded Session



Upcoming AMFM-Hosted Events

Canadian Women in Facilities Management



The first of many virtual get-togethers to discuss and support women in the facilities management industry.

Planned 2025 Cappuccino Hour Dates


- January 29th | Navigating the Post-Pandemic Landscape – Lessons Learned
- February 26th | Transformation of the FM Workplace Beyond 4 Walls
- March 26th | AI a Year Later
- April 30th | Best Strategies to Gain C Suite's Support
- May 28th | DEIA: Diversity, Equity, Inclusion, and Accessibility in FM
- June 25th | How to Make a Difference in FM




You've heard from us.

Chat with us!

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Learn More about us!





About JLL

We SEE A BRIGHTER WAYSM forward for our clients, our people, our planet, and our communities. By combining innovative technology with world-renowned expertise, we're unveiling opportunities that create a brighter future for all.



At JLL, we take pride in doing things differently. We see the built environment as a powerful medium with which to change the world for the better. By combining innovative technology and data intelligence with our world-renowned expertise, we're able to unveil untapped opportunities for success.

We help buy, build, occupy and invest in a variety of assets including industrial, commercial, retail, residential and hotel real estate. From tech startups to global firms, our clients span industries including banking, energy, healthcare, law, life sciences, manufacturing, and technology.

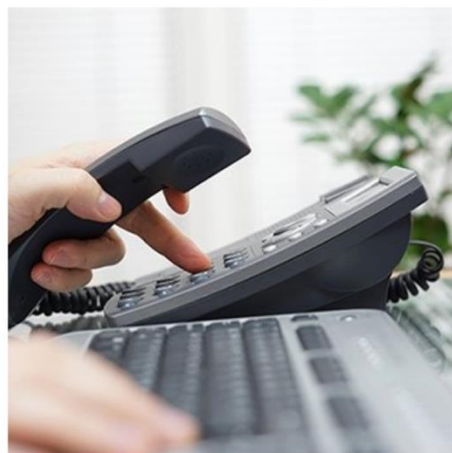


Global information



JLL ESG Performance Report 2023

Learn about the progress we're making to achieve our ESG commitments and the areas where we are exceeding our commitments.



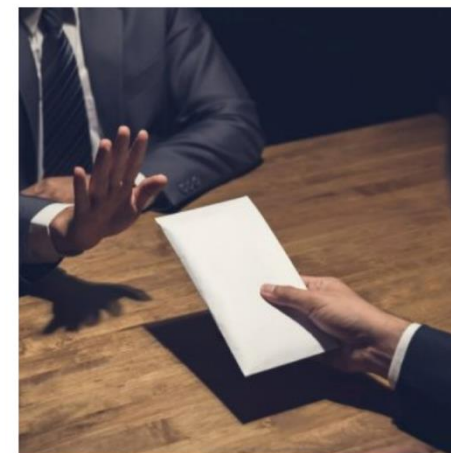
Whistleblower and Non-Retaliation Policy

At JLL, we promote a safe speak-up culture. This policy sets out global standards for reporting and investigating reports, and ensures effective protection from retaliation.



Human Rights policy

JLL will not tolerate human rights violations of any kind. This policy sets out JLL's Human Rights Commitment.



Anti-corruption compliance program

This document sets out JLL's anti-corruption compliance program, applicable to all of our businesses, wherever we do business.



Global awards

Fast Company | 2023

Next Big Thing in Tech

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Bloomberg | 2020-2023

Gender-Equality Index

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Ethisphere | 2008-2023

Ethics Inside Certification

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Ethisphere | 2008-2024

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Fortune | 2015-2024

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Fortune | 2017-2024

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ABOUT US

AM FM Consulting Group Inc. has extensive industry experience in the Facilities Management and Corporate Real Estate sector. AM FM's goal is to advance the asset, facility, property, real estate, and building management professional presence by offering highly innovative and strategic solutions servicing the public, private and non-profit sector.

Our services include management consulting, training and education offerings and career planning services for all levels, from day-to-day operations to supervisor, managers and executive suite.

AM FM Company Profile

MANAGEMENT CONSULTING

AM FM provides a broad range of consulting services focused on the integration of the workforce, physical environment, policies, program development and software implementation. We help our clients optimize sustainability and streamline the performance of their built environment.

[Learn More](#)

EDUCATION & TRAINING

AM FM Educational Services focuses on developing and delivering high quality courses that elevate Facility Management as a profession. With our team of top-level industry professionals, we offer customized training and high demand education offerings.

[Learn More](#)

CAREER PLANNING SERVICES

AM FM Career Planning Services evolved as a natural extension of our extensive experience, connections and profound understanding of the asset and facilities sector. We are committed to matching the right candidates to opportunities.

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THANK YOU

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[Link: Click here](#)

