

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





January 29, 2025

Navigating Post-pandemic Landscape

Hosted by: Marcia O'Connor, President AMFM Consulting



Note: Recorded Session



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Introductions

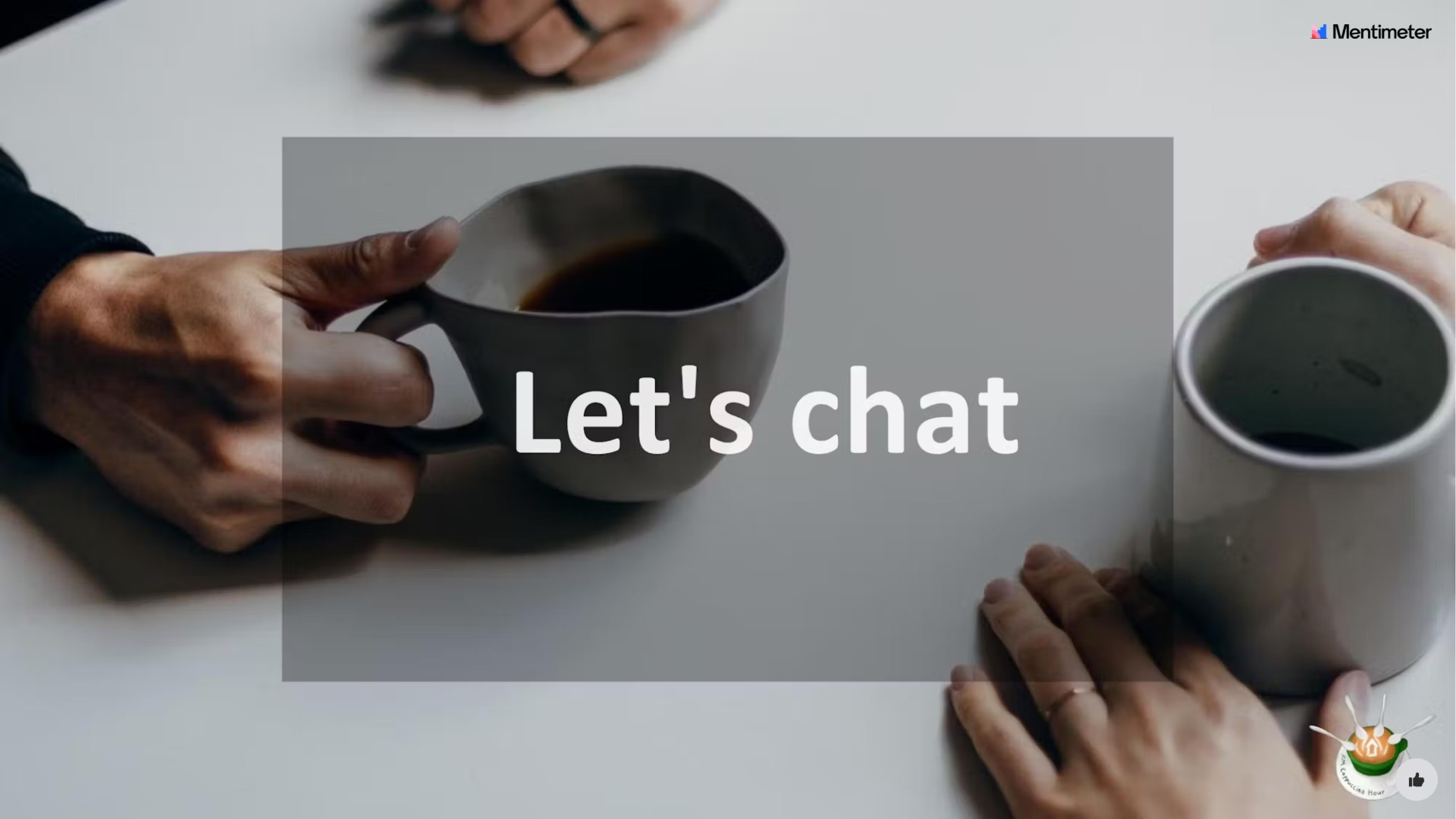


Marcia O'Connor

President and Founder, AM FM Consulting Group Inc.







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What did we learn during the Pandemic about our role?

17 responses





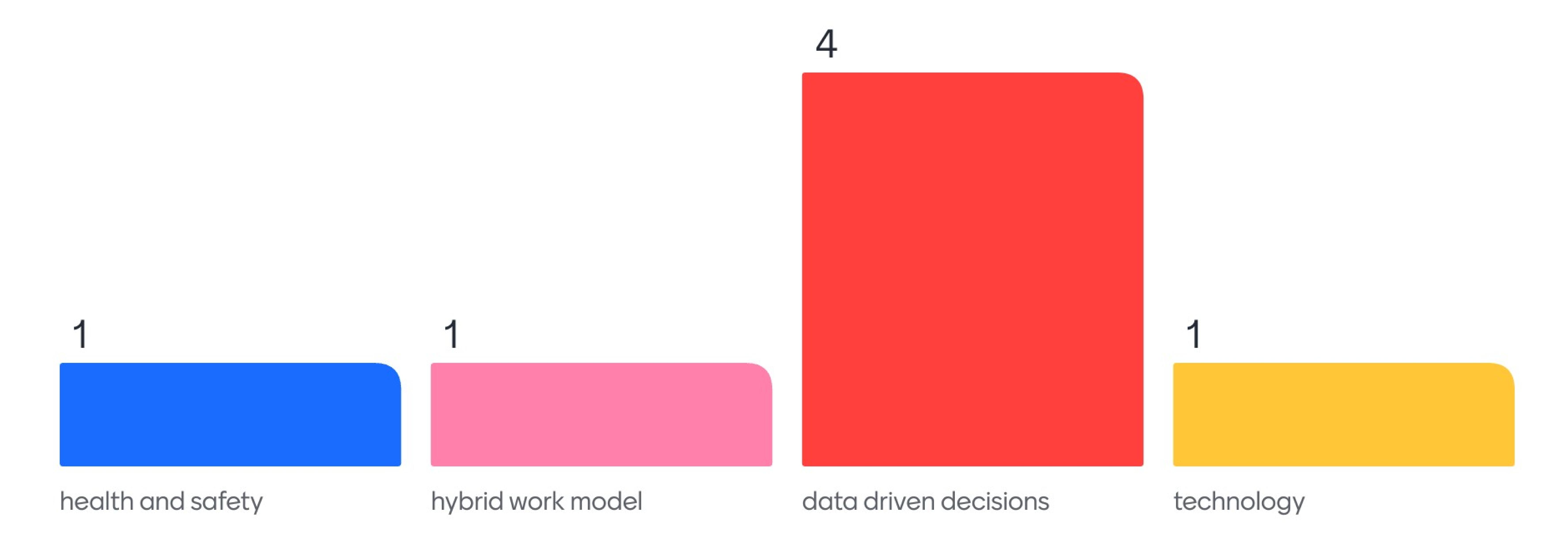




Post-Pandemic FM Transformation

- → Expanded Role of FM
- Focus on Occupant Health and Safety
- Increased performance expectations
- → Labour Market Shifts
- Enhanced Communication and Collaboration

Our priorities shifted from the Pandemic - What are your current priorities today?



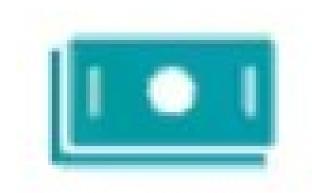


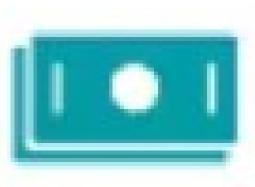


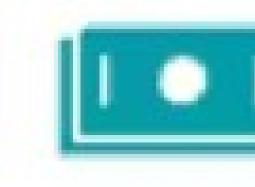
New Priorities: Health, Safety & Hybrid Models

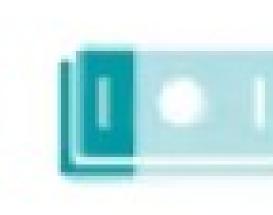


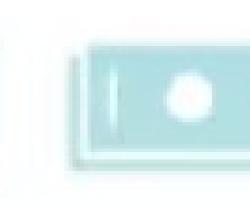


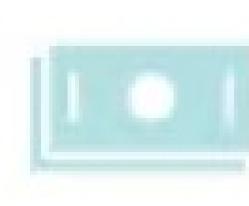




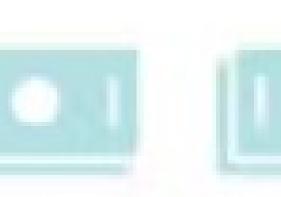


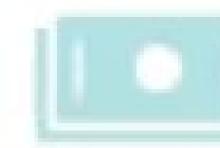












Some departments saw maintenance budget increases (33%) in 2021, reflecting a clear pivot toward health and safety investments (Infraspeak Blog).







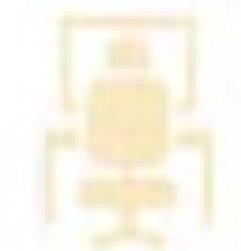












87% of organizations now operate with a hybrid program (JLL), influencing workspace design and allocation (OfficeRnD).



















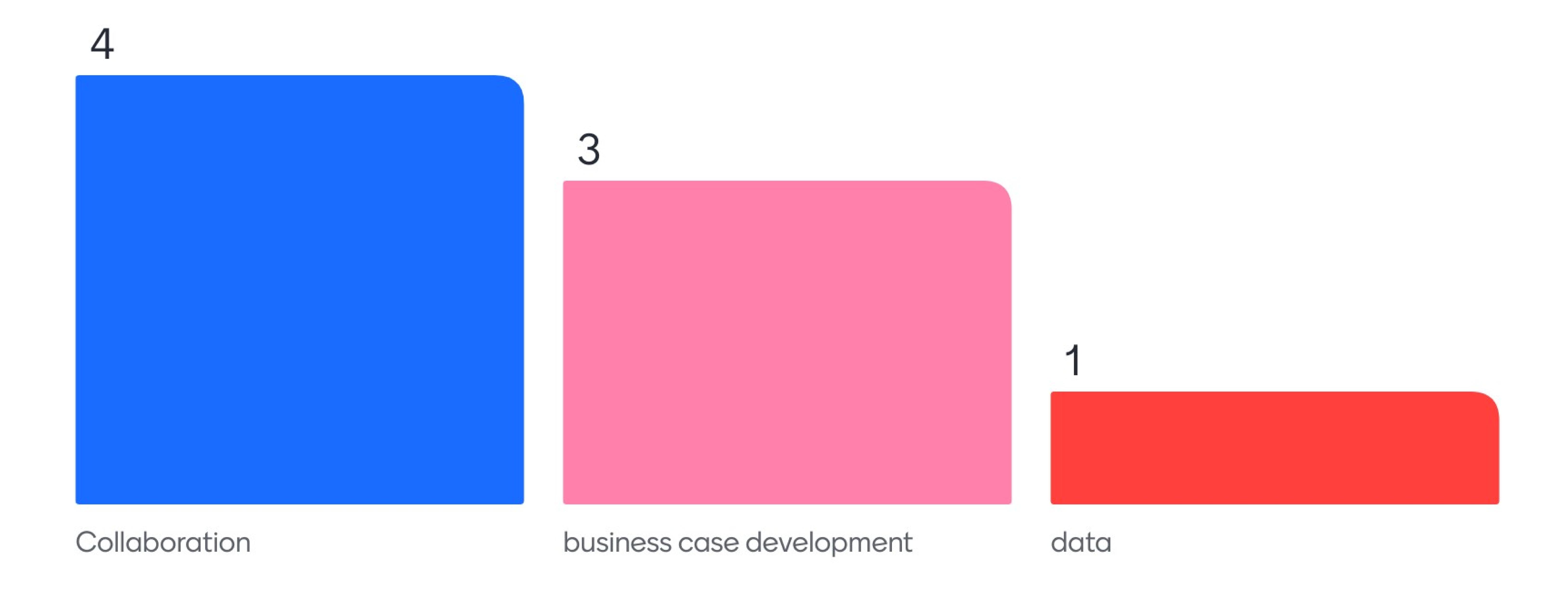
88% use space reservation systems (CBRE) to manage flexible work environments effectively.

What do we need to have in place to secure approval for these new practices or habits?

13 responses

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cost effectiveness
data justifying change
            advocate dynamic models
       proposals more training
       shovel ready projects
            budget value
  adopt new technologies
              value proposition
        knowledge about data tech
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What do we need to do today to keep up with these expectations?





Actions for Sustained Success



Collaboration

Partner with HR, IT, and
Sustainability teams to
leverage cross-functional
expertise and align FM
initiatives with
organizational goals.



Business Case
Development

Quantify the value of FM initiatives by analyzing data, demonstrating cost savings, and highlighting the impact on employee productivity and satisfaction.



Sustainable and techdriven solutions

Facilities management
will prioritize
sustainable practices
and adopt cuttingedge technologies to
improve efficiency
and reduce
environmental impact.



Prioritize wellness

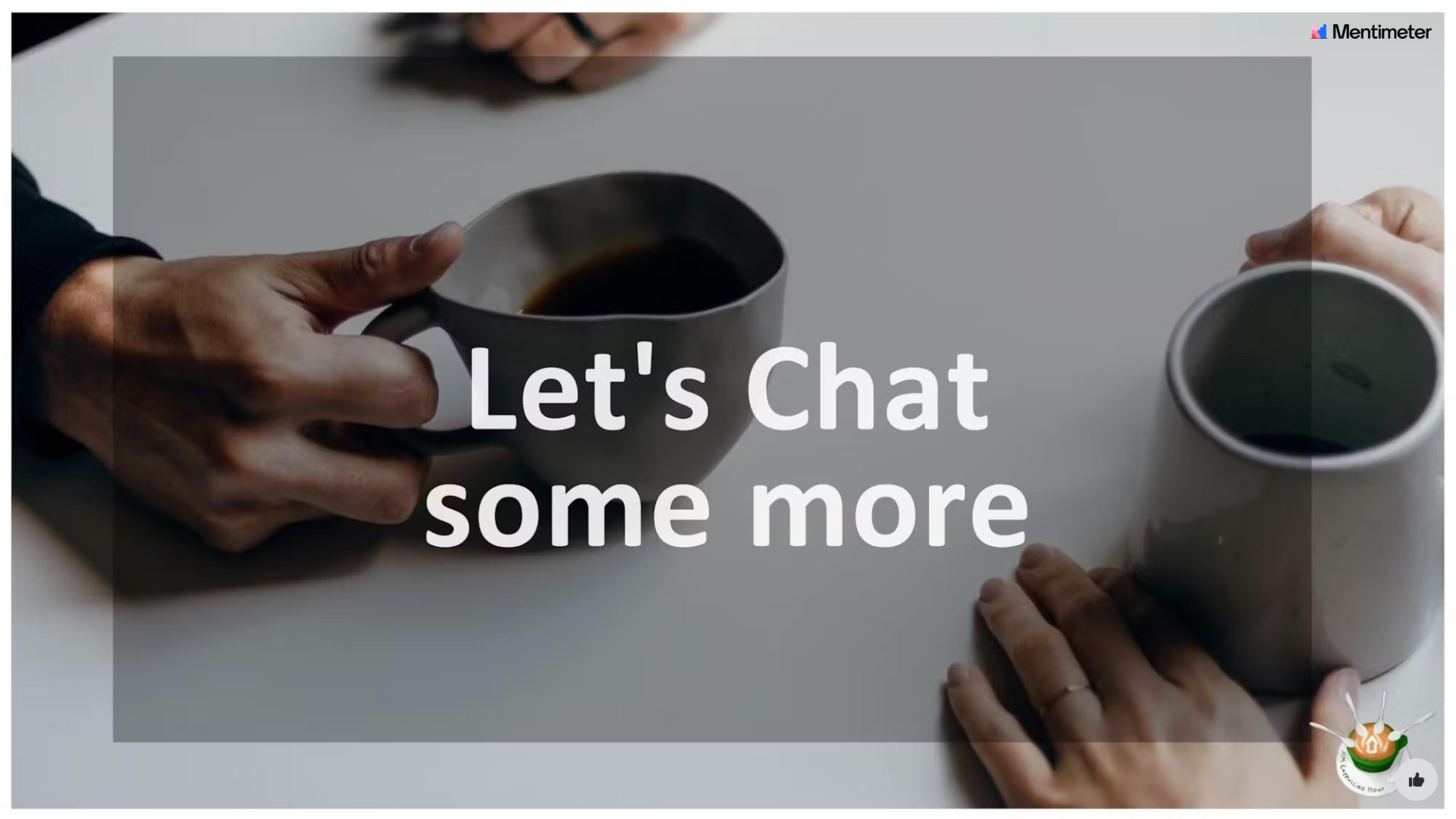
With the increased focus on employee well-being, FM professionals will play a crucial role in creating healthy and comfortable work environments.



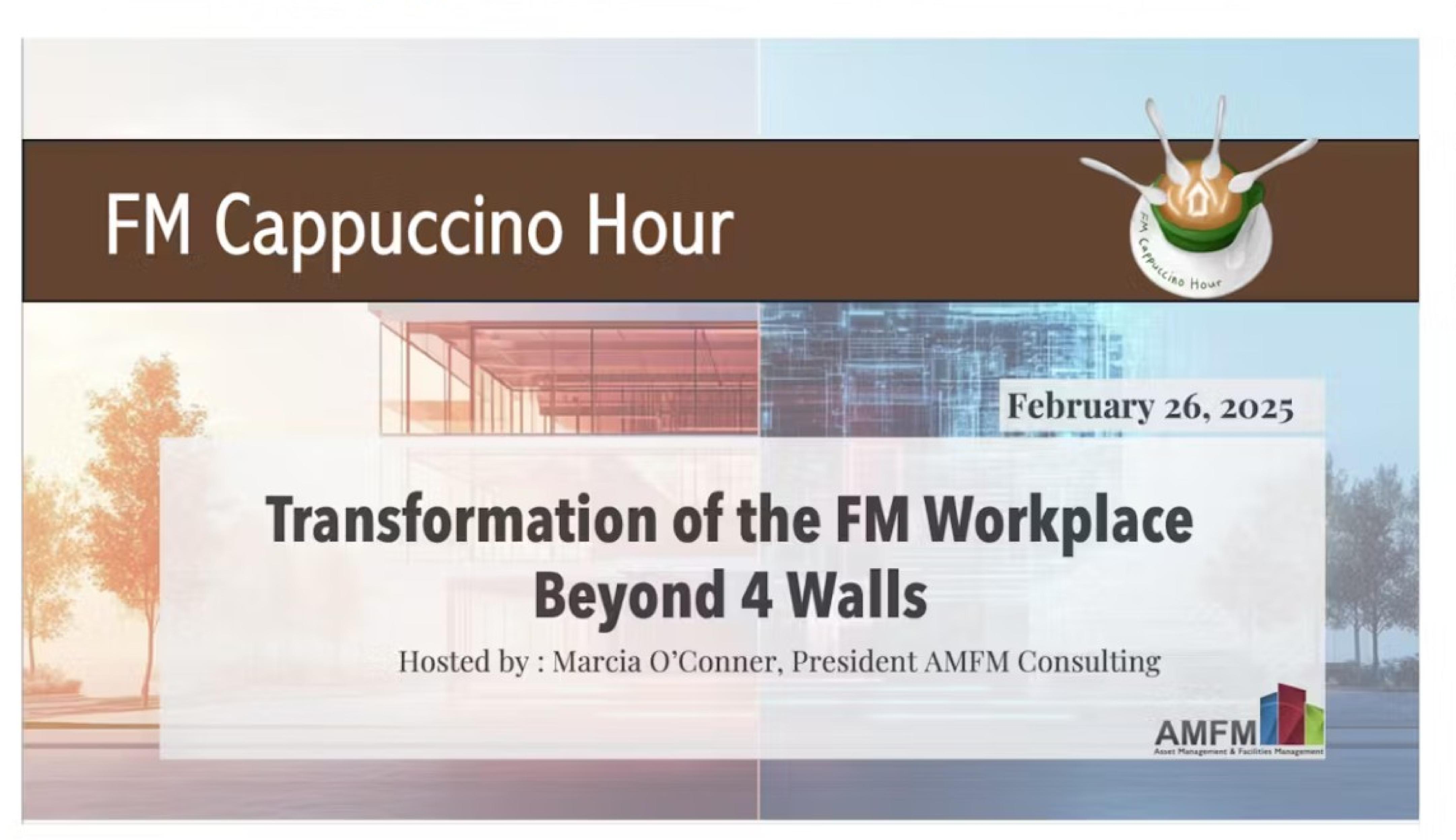
Continuous Improvement

Invest in training and upskilling in data analytics to drive data-driven decision-making. Stay current with evolving regulations and adopt innovative technology solutions to enhance FM operations.





Next Cappuccino Hour Event



Date and Time:

Date: Feb 26, 2025

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

Sign-up Link/QR Code:





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 | Al 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





WhatsApp groups:

FM Network

JLL Careers







IFMA Educational Offerings



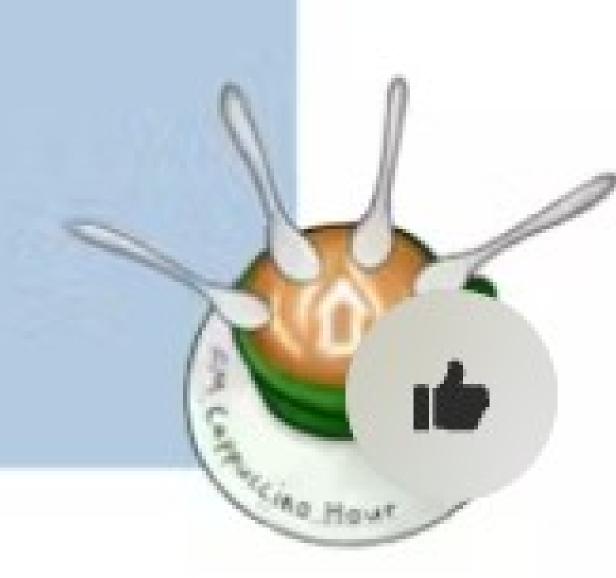


IFMA Job Alerts

IFMA Events

IFMA Membership







Association of Asset Management Professionals (AMP)

• Membership: <u>Link</u>

Seminars: Link

Certifications: Link



Resources

Past Cappuccino
Hour Presentations





| Topic | Date and Time | Link | Description |
|--|---|---------------|---|
| Cappuccino Hour - Navigating the Post-Pandemic Landscape | January 29, 2025, 6:00 p.m. – 7:00 p.m. EST | Register Here | Explore lessons learned and strategies for adapting post- pandemic in facilities management. |
| CWF - Culture | February 20, 2025, 3:00 p.m. – 4:30 p.m. EST | Register Here | A virtual meetup for women in facilities to connect, collaborate, and share insights. |
| AI/ML - February Demo: How AI/ML Can Improve Building Maintenance Operations | February 26, 2025, 12:00 p.m. – 1:00 p.m. EST | Register Here | Discover AI/ML applications that streamline and enhance building maintenance processes. |
| Cappuccino Hour - Transformation of the FM Workplace Beyond 4 Walls | February 26, 2025, 6:00 p.m. – 7:00 p.m. EST | Register Here | Redefine FM beyond physical spaces; explore skills, technologies, and collaboration shaping the future. |
| WhatsApp Group | N/A | Join Here | Join the WhatsApp group for updates, networking, and event reminders in one convenient space. |



You've heard from us.

Chat with us!

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