

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



February 26, 2025

Transformation of the FM Workplace Beyond 4 walls

Hosted by : Marcia O'Connor, President AMFM Consulting



Table of Contents

- Welcome and Introductions
- Evolution of the FM work space
- Beyond the Four Walls
- Technology Role and People-Centric FM
- Cross-Departmental Collaboration
- Challenges and opportunities
- Let's Share

Introductions



Marcia O'Connor

President and Founder,
AM FM Consulting Group Inc.





Let's chat





Today's Cappuccino Hour

Let's go beyond the traditional bricks and mortar approach to examine what truly keeps buildings operating efficiently and safely.

Building maintenance and safety remain critical, but FM professionals today must also master soft skills—like communication, collaboration, and customer engagement—to ensure workspaces meet current and future staff needs. Our field is expanding in every direction to meet new demands and expectations.



The Evolution of the FM Workplace

- Facilities Management is traditionally focused on maintaining the physical structure of buildings.
- FM professionals today must also master other skills like communication, collaboration and customer engagement to ensure that workspaces meet current and future staff needs.
- From managing health and safety protocols to leveraging emerging technologies, our field is expanding in every direction to meet new demands and expectations.

Join at menti.com | use code 6503 5726

Instructions

Go to

www.menti.com

Enter the code

6503 5726



Or use QR code

What aspects beyond physical environment are now important aspects of FM in your operations?

3



People

0



Process

1



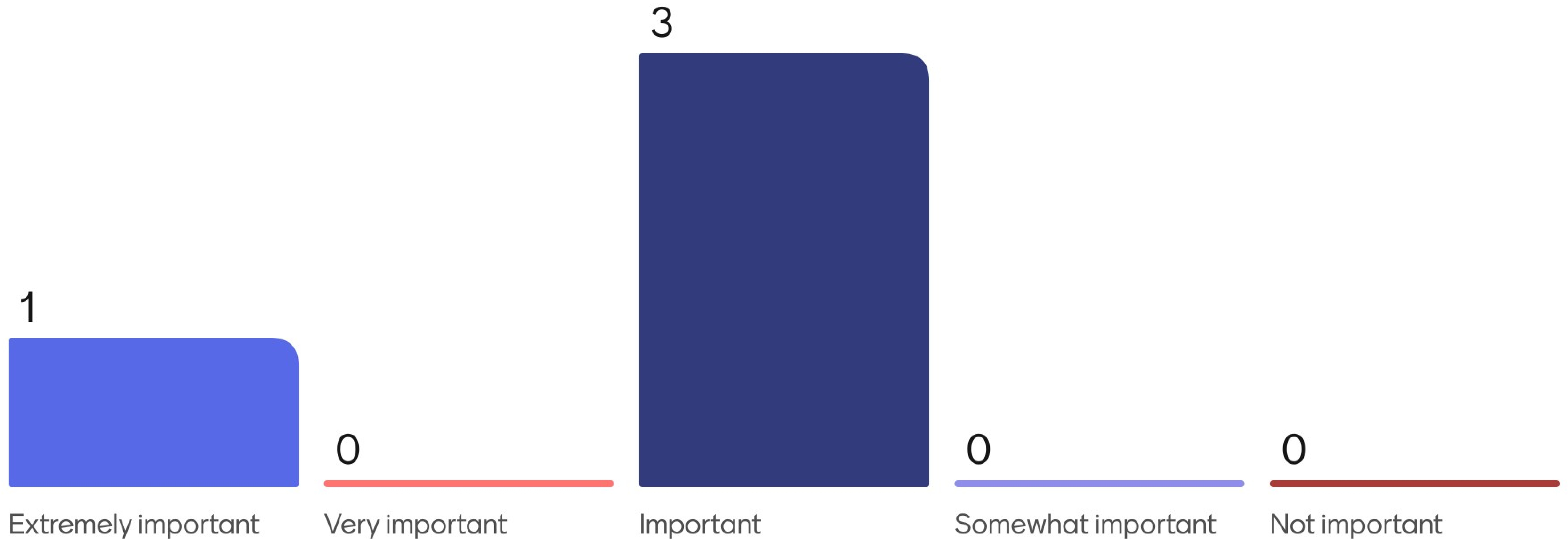
Technology

Beyond Four Walls- What's changing?

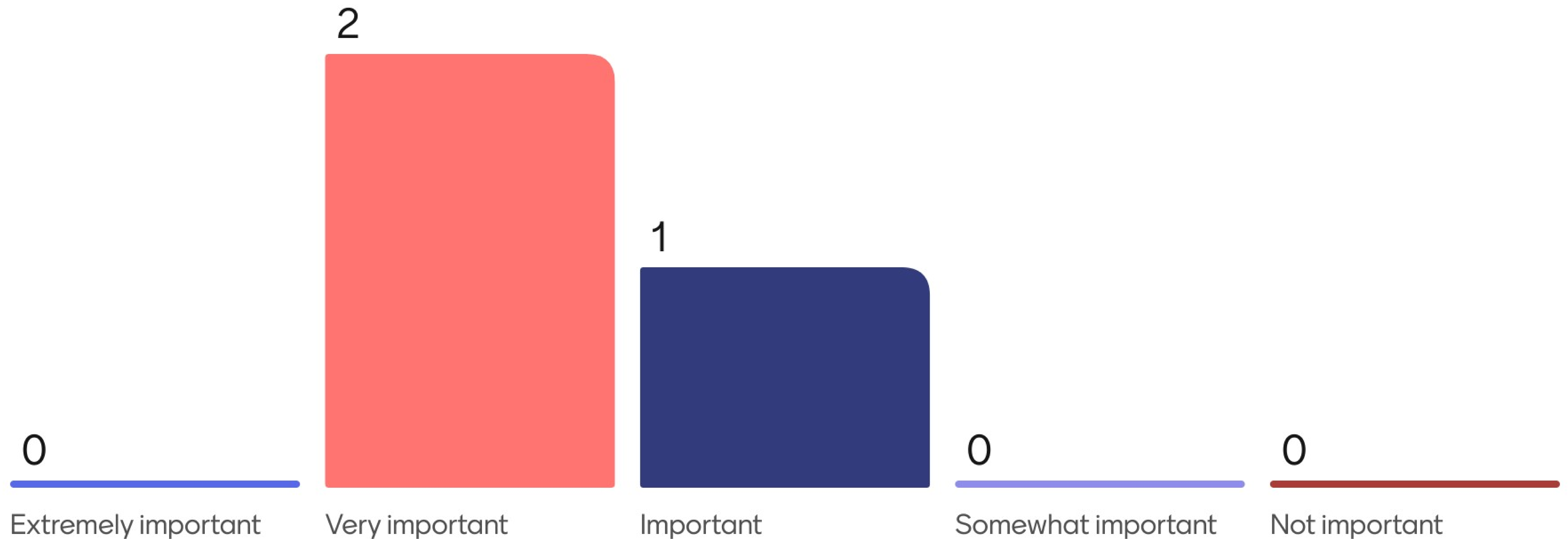
There is a heightened focus on:

- Sustainability
- Energy efficiency
- Adoption of Advanced Technologies: Smart buildings integrating AI, IoT, and automation.
- Evolution of workplace models: Hybrid and remote work models impacting space utilization.
- Increased focus on workplace experience and employee well-being.
- Shift in the demographics

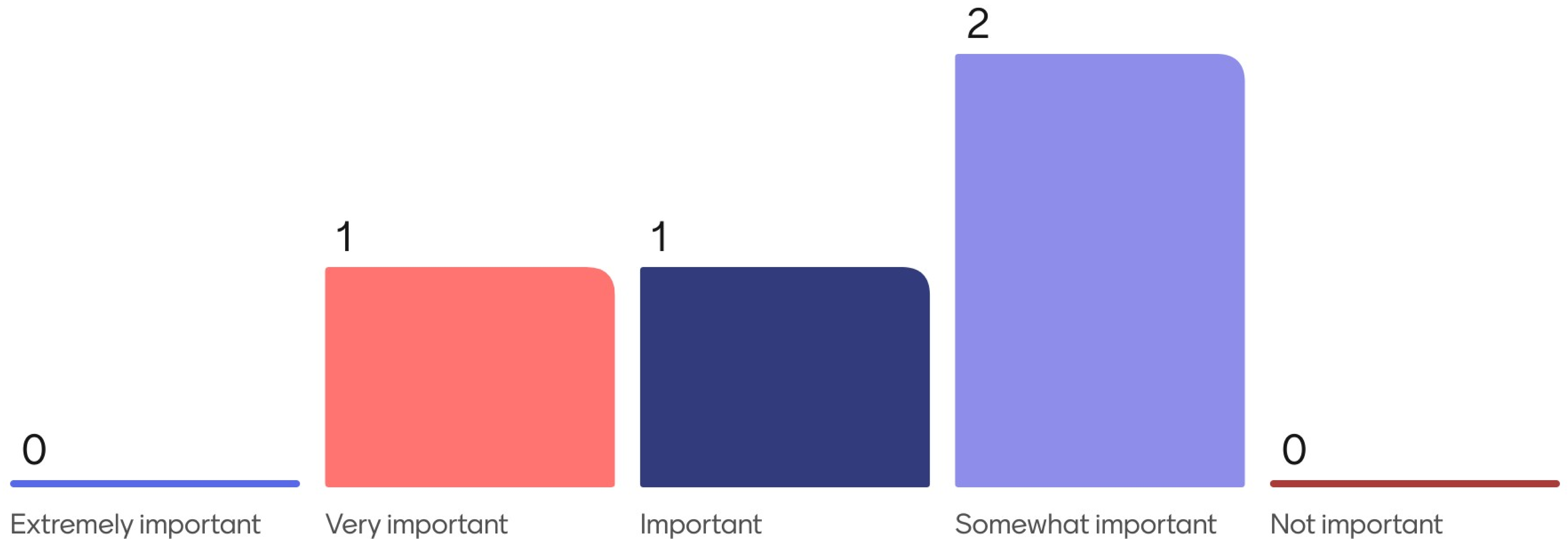
How would you rate the importance of these changes? **Sustainability**



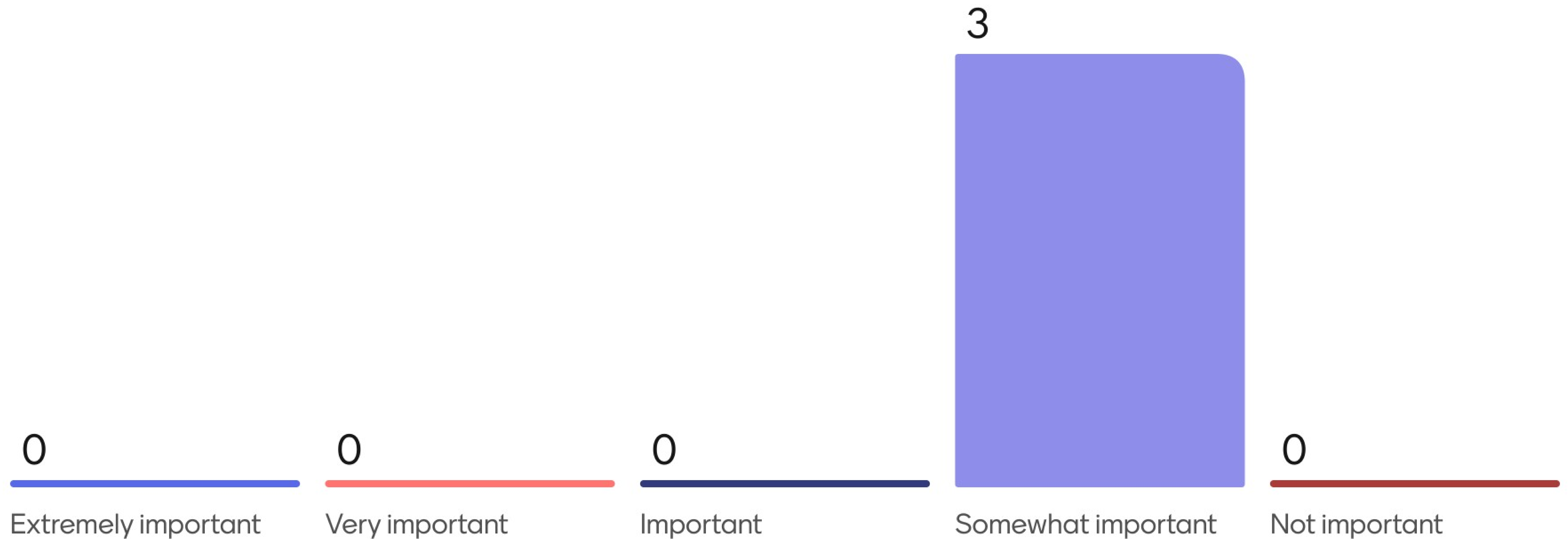
How would you rate the importance of these changes? **Energy Efficiency**



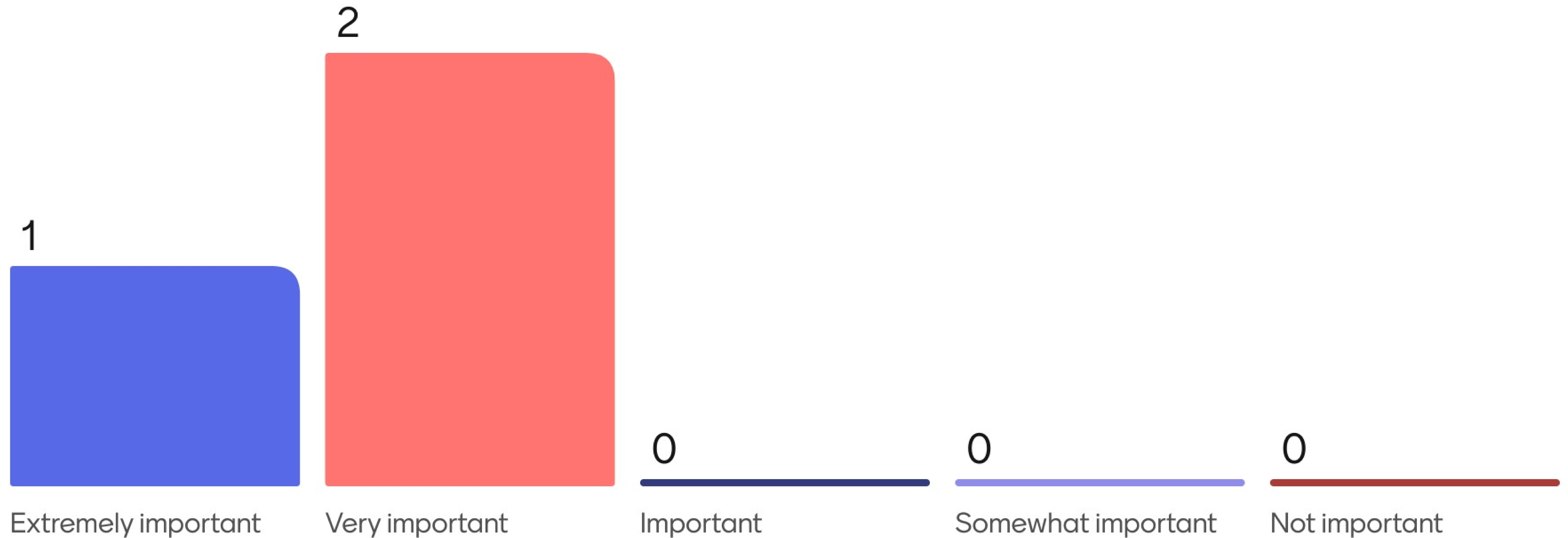
How would you rate the importance of these changes? **Adoption of Advanced Technology**



How would you rate the importance of these changes? **Evolution of Workplace Models**



How would you rate the importance of these changes? **Focus on employee wellbeing**



How would you rate the importance of these changes? **Shift in Demographics**



Technology's Role in FM Transformation



- AI & Data Analytics: AI driven maintenance, predictive analytics, space optimization, and resource management.
- IoT & Smart Sensors: Real-time monitoring of building performance.
- Autonomous Equipment: AI-driven cleaning, security, and maintenance.
- Cloud-based FM solutions enabling remote oversight

How are you influencing the quality of life for your staff at your workplace?

5 responses

each others
communication and empathy
sharing friendly greeting
trying to
be motivative to help

People-centric FM



- Health, safety, and comfort-driven facility designs.
- Adaptable spaces for collaboration and innovation.
- FM now plays a role in enhancing employee engagement and productivity.
- Mental health considerations: noise reduction, lighting optimization, stress-free layouts.
- FM should be a strategic partner in talent retention and workplace satisfaction.

Important Soft Skills in FM



- **Communication** - Clear, transparent, and timely messaging ensures alignment between teams and stakeholders.
- **Collaboration** - Cross-functional teamwork drives efficiency, problem-solving, and innovation.
- **Customer Engagement** - Proactive relationship-building enhances service delivery and responsiveness.

When are these skills critical and vital for our role?

5 responses

conflict resolution
collaborating
clear understanding
handling matters
problem solving

Challenges and Opportunities

To navigate the new FM landscape, we need to:

- Balance cost efficiency with advanced technology adoption.
- Upskill FM professionals for evolving roles.
- Integrate our communication, collaboration skills.

Let's Chat
some more



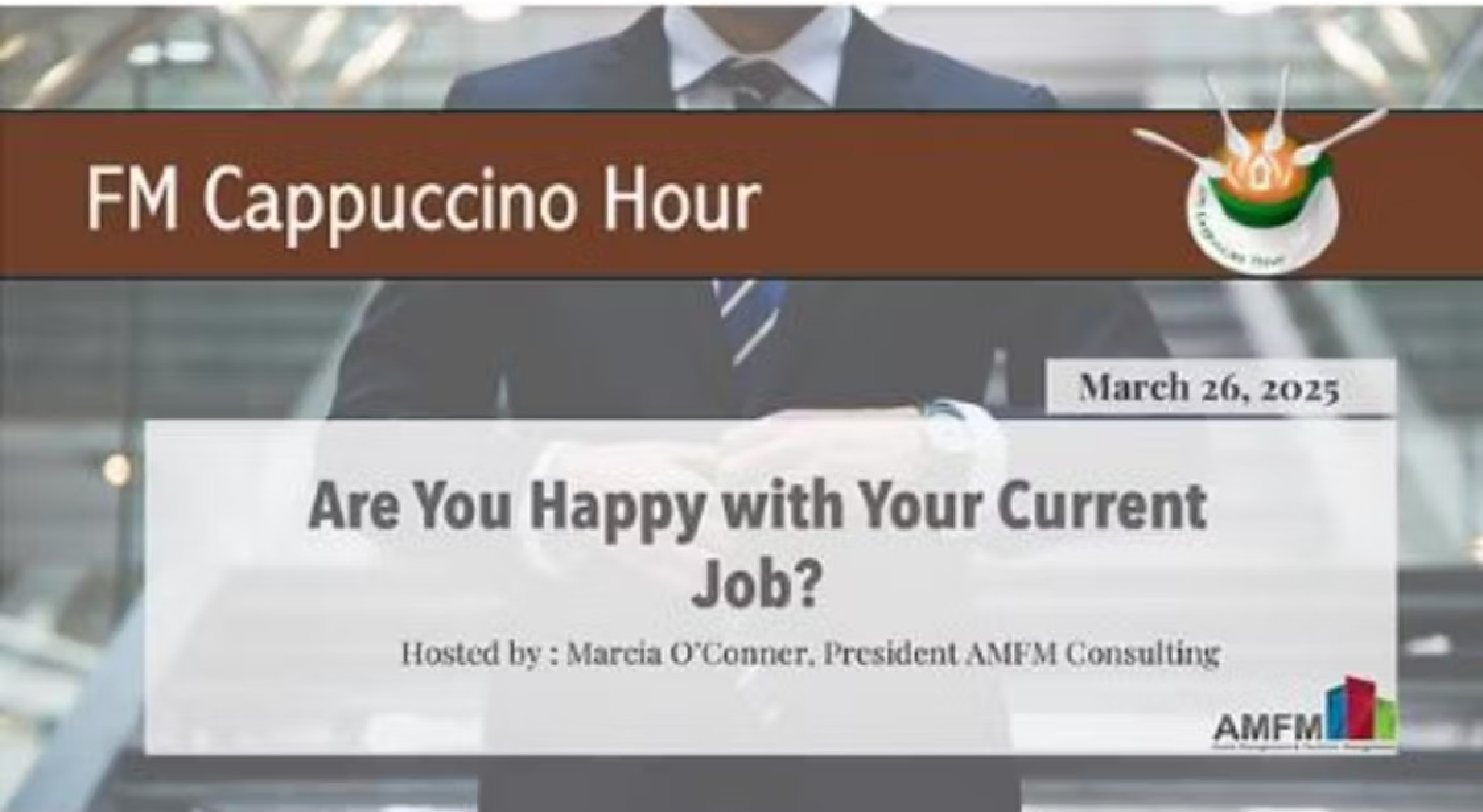
Next Cappuccino Hour Event

Date and Time:

Date: March 26, 2025

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

Sign-up Link/QR Code:



Let's Share



Event	Date/Time	Link
How AI/ML Can Improve Maintenance Operations	Tuesday, April 1, 2025	https://www.amfmconsulting.com/event-details-registration/how-ai-ml-can-improve-building-maintenance-operations-3
CWF: Understanding Personality Differences and Commonalities	March 13, 2025, 11:45 a.m. – 1:00 p.m. EST	https://www.amfmconsulting.com/event-details-registration/cwf-understanding-personality-differences-and-commonalities
AMP - Innovating Asset Management for the Future with AI	March 19th, 2025	To be announced shortly
Cappuccino Hour – Are you Happy with your Current Job?	March 26, 2025, 6:00 p.m. – 7:00 p.m. EST	https://www.amfmconsulting.com/event-details-registration/are-you-happy-with-your-current-job
FM Network WhatsApp Group- Career Opportunities and Resources	N/A	https://chat.whatsapp.com/G9KFnYZVl4gE5qzA1NiSM_S



Let's Share



**Career
Opportunities**

WhatsApp groups :
FM Network and
Career Opportunities



Newsletter

JLL Careers



Newsletter:
Subscribe



Let's Share



IFMA Educational Offerings

IFMA Job Alerts

IFMA Events

IFMA Membership



Let's Share



Asset Management Professional



AMP Educational Offerings

AMP Events

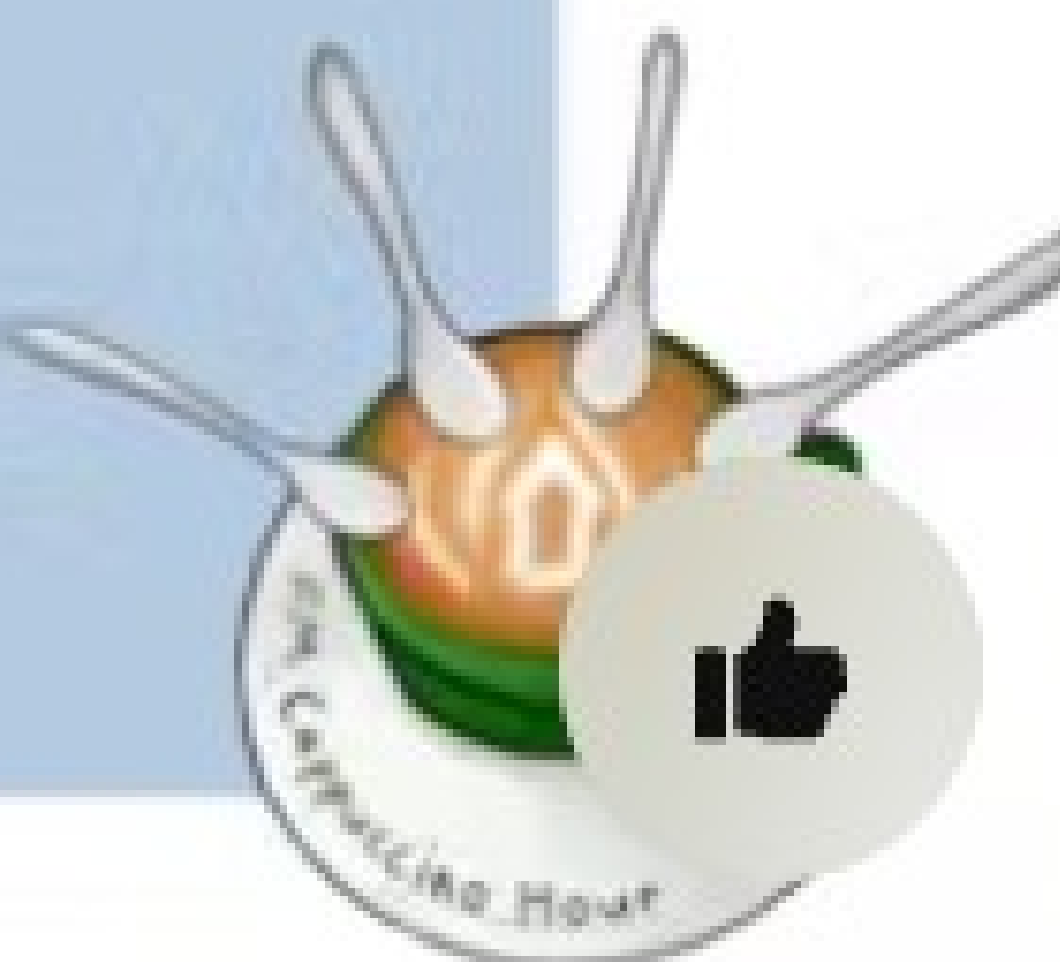
AMP Membership

Let's Share



Resources

Past Cappuccino Hour
Presentations





You've heard from us.

Chat with us!

Marcia 'OConnor



(416)-433-3565



Marcia.oconnor@amfmconsulting.com



www.amfmconsulting.com



LinkedIn:



