The Leadership Imperatives of Workplace Development

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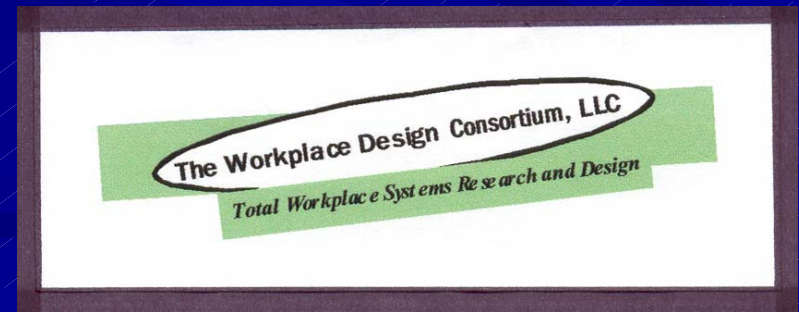**Hudson, WI 54016**
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WHO ARE YOU ?

- **Facilities managers?**
- **Architect, facilities designer, engineer, planner?**
- **Consultant, educator, trainer?**
- **Construction manager?**
- **Supplier representative?**

Another sincere "welcome" to each and every one of you!

WHO AM I ?

- 38 year workplace veteran.

- 24 years facilities management.

- 14 years information management.

- Semi retirement career in facilities management consulting and human development.

- I want to be a valuable resource to YOU!

Workplace Issues

- **Acquisitions / Mergers / Divestitures**
- **Employee Health / Well being / Stress**
- **Telecommuting / Technology**
- **Outsourcing / Productivity**
- **Recruiting / Retention / Loyalty**
- **Speed / Urgency / Profitability**

The Stakes are high and growing

- Increased workplace complexity.

- FM's have $81 billion of buying power.

- Energy and other costs continue to increase.

- 88% say energy efficiency is a design priority.

A GUIDE FOR TOTAL WORKPLACE DESIGN AND MANAGEMENT

- People are the most valuable resource.

- People need productive and effective places to work.

- Work lives and personal lives are enhanced by high quality workplaces.

- Effective workplaces have multiple and significant impacts on personnel productivity and performance.

A GUIDE FOR TOTAL WORKPLACE DESIGN AND MANAGEMENT (cont.)

- **High performance workplaces are combinations of well designed spaces, comfortable surroundings, appropriate technologies, and efficient environments for high quality human interactions.**
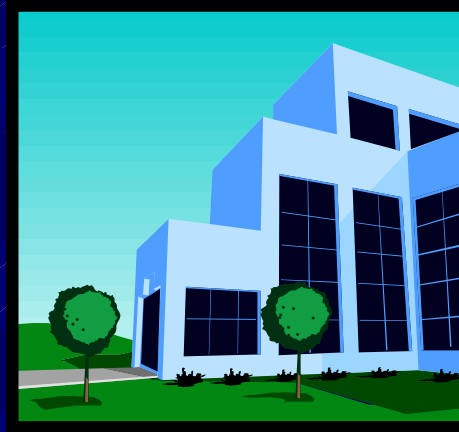
A GUIDE FOR TOTAL WORKPLACE DESIGN AND MANAGEMENT (cont.)

- Totally integrated workplaces require appropriate combinations of people, place, process, technology, and information.

- Architectural, behavioral, environmental, information management, medical, security, sociological, and other components combine to be essential for total workplace design and management.

A GUIDE FOR TOTAL WORKPLACE DESIGN AND MANAGEMENT (cont.)

- Total workplace development and management recognizes that all organizations are composed of parts, each of which must function well independently if organizations are to function well as entire entities.

A GUIDE FOR TOTAL WORKPLACE DESIGN AND MANAGEMENT (cont.)

- **Competitive advantages expand exponentially when professional people use superior workplaces to achieve profitability and success.**

- **Total workplace management assumes commitments to caring about and protecting earth's natural resources.**

THE "FACILITIES MANAGEMENT SITUATION" IN MANY ORGANIZATIONS TODAY!

- No real formalized facilities management program!
- No "facilities manager!"
- No formal facilities management policies!
- Facilities have more or less just "evolved!"
- Lack of ownership or senior management support!
- No workplace standards!
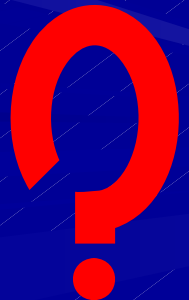
THE "FACILITIES MANAGEMENT SITUATION" IN MANY ORGANIZATIONS TODAY! (cont.)

- Potentially out of compliance with legal requirements!

- Out of compliance with regulatory requirements!

- No financial or operating controls!

- Money "slipping through the cracks!"

- Awareness that "something needs to be done!"

- Not sure where to get the help that is needed!

THE "BENEFITS" AND "ROI" OF HIGH PERFORMANCE FACILITIES MANAGEMENT PROGRAMS

- Increased executive, managerial, and operational effectiveness.

- Measurable increases in worker productivity.

- Leveraging the expertise and experience of colleague professionals.

- Compliance with federal, state, and local government requirements.

THE "BENEFITS" AND "ROI" OF HIGH PERFORMANCE FACILITIES MANAGEMENT PROGRAMS (cont.)

- Improved customer service.

- Maximized value of organizational personnel.

- Maximized value of investments in structures.

- Maximized use of standards.

- Leveraging financial capital.

- Reduced operating costs.

"STAKEHOLDERS" OF HIGH PERFORMANCE FACILITIES MANAGEMENT

(Alphabetical Order—Not Order of Importance)

- Architecture
- Audio visual Services
- Business Continuity Planning
- Civil Engineering
- Community Agencies (Police, Fire, Etc.)
- Construction
- Custodial Services
- Electrical Engineering

"STAKEHOLDERS" OF HIGH PERFORMANCE FACILITIES MANAGEMENT (cont.)

- **Environmental Engineering**

- **Facilities Management**

- **Finance**

- **Food Services**

- **Grounds Maintenance**

- **Information Technology**

- **Interior Design**

- **Mail Services**

"STAKEHOLDERS" OF HIGH PERFORMANCE FACILITIES MANAGEMENT (cont.)

- Maintenance
- Mechanical Engineering
- Medical/Industrial Hygiene And Toxicology
- Procurement
- Public Affairs
- Receptionists
- Records Management
- Safety Engineering

"STAKEHOLDERS" OF HIGH PERFORMANCE FACILITIES MANAGEMENT (cont.)

(Alphabetical Order – Not Order of Importance)

- Senior Management
- Security
- Shipping And Receiving
- Suppliers
- Telecommunications
- Tenants
- Transportation
- Utilities
- Potentially Others?

Who Will Lead The Stakeholders?

- Facility Managers
- Architects
- Interior Designers
- Engineers
- Real Estate
- Human Resources
- Accountants
- Others

Leadership Philosophies

Style & Techniques

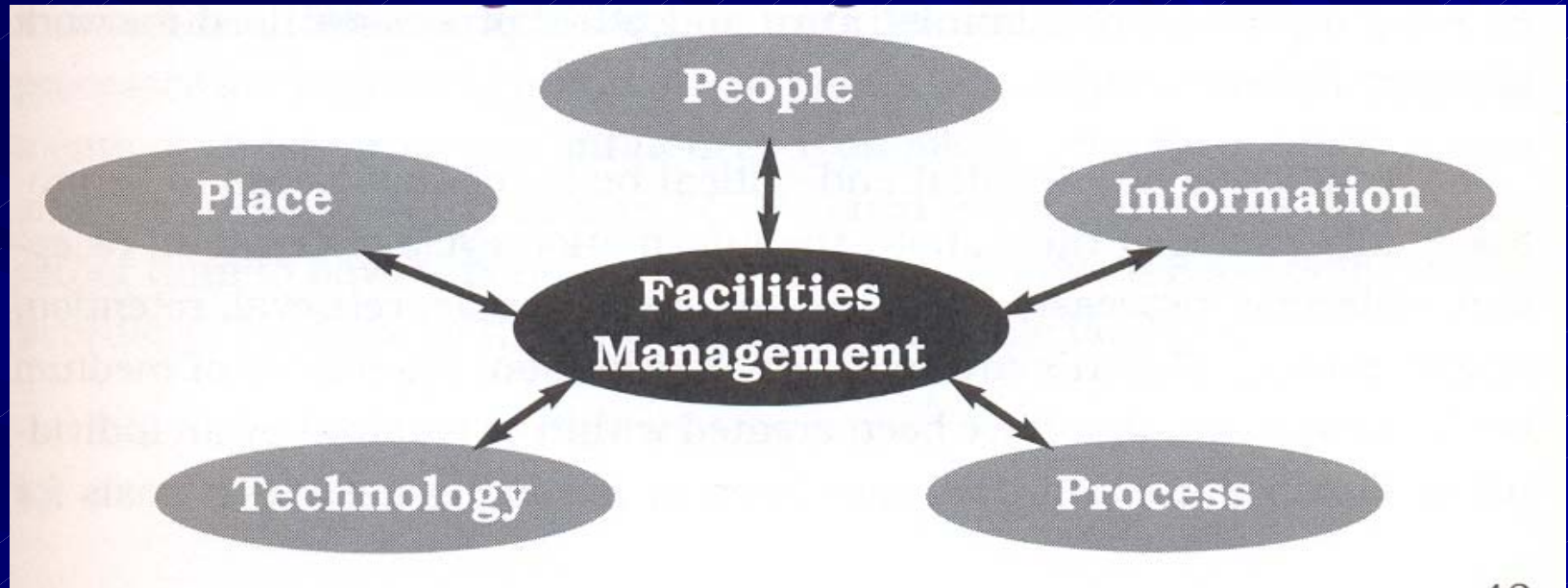## - Contrasts -

Adolf Hitler vs. Mother Teresa

Despair vs. Hope

Leadership Philosophies Style & Techniques

Al Capone

"You can go a long way with a smile. You can go a lot farther with a smile and a gun."

THE COMPONENTS (PARTS) OF
HIGH PERFORMANCE FACILITIES MANAGEMENT

PEOPLE, INFORMATION, PROCESS, TECHNOLOGY & PLACE

=

"TOTALLY INTEGRATED WORKPLACE DESIGN AND MANAGEMENT"

Characteristics of Effective Leaders

- Are visionaries.
- Are collaborators.
- Are goal oriented.
- Integrity is above question.
- Are nurturing.
- Are other oriented and unselfish.
- Know the fundamentals of their discipline.

Characteristics of Effective Leaders (cont.)

- Treat others as individuals.
- Recognize individual differences.
- Have a strong belief in human rights.
- Are good listeners.
- Make appropriate decisions.
- Delegate.
- Welcome suggestions for change.

Characteristics of Effective Leaders (cont.)

- Encourage self development of their personnel.
- Give praise and credit when praise and credit are due.
- Are highly creative.
- Are appropriately self confident.
- Are happy people themselves and have an appropriate sense of humor.
- Are highly motivated themselves.
- Work smart and work hard.

Characteristics of Effective Leaders (cont.)

- Are optimistic, positive, and enthusiastic.
- Treat others as themselves expect to be treated.
- Look for the potential in people and go out of their way to say "thank you."
- Often have a deep personal faith.
- Care and care deeply.
- Are sensitive yet courageous risk takers.

What we are talking about:

- **Is not Empire Building – but instead:**
  - *Vision*
  - *Relationship Building*
  - *Collaboration*
  - **Influence**
  - *Leadership*

Vision + Relationships + Collaboration + Influence + Leadership

= A Totally Integrated High Performance Workplace

There has never been a greater need and a stronger imperative for extraordinary leadership

- Who among us will step forward to lead?
- Who has prepared themselves to lead?
- "Only the qualified need apply."

Your Reactions And Questions?

A Sincere "Thank YOU" for Participating in This Seminar!

"Good Luck" and "Best Wishes" in Your Facilities Management Career!

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