



BRIGHTSTAR
TRAINING

Best Practice Facilities Management **Best Practice Property Management**

TWO UPDATED & COMPREHENSIVE COURSES

Learn with our Expert Facilitator



- Align your Facilities Management with organizational needs & strategies
- Optimise your Property Management skills for lower costs & higher results
- Tap into best practice national and International experience



Operations
& Production

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Best Practice Property Management

Like most facets of modern business, the management of property and assets must meet the same imperatives of controlling costs and maximising returns. Therefore, it is imperative that you grasp and optimise your property management skills to ensure you meet the demands of the competitive property market. Through a comprehensive analysis of best practice techniques, national and international experiences, individual and group exercises you will be able to focus your management thinking and learn new approaches.

COURSE OUTLINE:

INTRODUCTION TO PROPERTY MANAGEMENT

- Defining the role of the property manager
- Duties, responsibilities, scope of management
- Policy creation and procedure education
- Technology and administrative controls

MAINTENANCE PLANNING

- Principles of maintenance, planning and monitoring
- Working with contractors and consultants
- Purchase and inventorying supplies
- Work order, maintenance requests and logs, task lists

KEEPING UP WITH NEW HEALTH & SAFETY ACT

- Applying OSH management in your property
- Safe management practices
- Hazard identification, Controlling risks

PROPERTY IMPLICATIONS UNDER THE NEW EARTHQUAKE-PRONE BUILDINGS POLICY

- Amendment to the Building Act 2004
- Seismic assessment of relevant buildings
- Earthquake-prone national register
- Strengthening versus demolition

LEASING FUNDAMENTALS AND LEASE MANAGEMENT

- Developing the leasing strategy
- Leasing initiatives
- Lease management processes, from marketing to documentation

- Understanding market forces
- Managing the fundamental terms of the lease

FACILITIES MANAGEMENT

- What is FM, quick overview of key competences of an FM manager
- Developing a corporate real estate planning framework
- Managing the balance between property management and facility management

ASSET MANAGEMENT

- Establishing asset management objectives
- Assessing facility performance requirements over the property/asset life cycle

RISK MANAGEMENT

- Overview of risk management as applicable to property management
- Asset and infrastructure protection

CONTRACTS AND OUTSOURCING

- Development of Service Level Agreements
- Customer satisfaction
- Gaining stakeholder ownership and commitment
- Measuring the success of contract delivery

TENANT AND CUSTOMER RELATIONS

- Communication strategies and relationship planning
- Expectations of tenants

2017 COURSE DATES:

13-14 September
Auckland

**BOOK EARLY
TO SAVE \$300**

Super Saver closes
2 August

KEY LEARNING OUTCOMES:

- Improve your existing property management skills
- Learn how to apply the New Health and Safety Laws
- Introduce effective risk management in your property portfolio
- Learn leasing fundamentals and effective asset management
- Review contract management principles
- Manage tenant-customer relations

ALSO AVAILABLE AS

**IN-HOUSE
TRAINING**

WHO SHOULD ATTEND?

Those who are entering the field or who are already in the industry, this course is the one-stop solution designed to ensure you meet the demands of the competitive market.



FACILITATOR: JACK CRUTZEN

Jack Crutzen has over 20 years' experience in corporate real estate management and facilities planning. He is a very experienced Facilities Manager, business consultant and professional leadership coach. He is a certified Facility Manager at IFMA and an accredited Professional Facility Manager via FMANZ. Since 2011 He has a clear vision how Commercial Real Estate management, asset management and workplace delivery can contribute towards high performing organisations.

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Best Practice Facilities Management

Facilities managers are responsible for all the activities related to the company's commercial property assets, ensuring all facilities are optimised with the company's strategies. With this course, explore the facilities manager's multi-disciplinary role that has an impact on people, productivity and business efficiency. Understand what distinguishes property management from facilities management.

COURSE OUTLINE:

OVERVIEW OF TRENDS & DEVELOPMENTS IN FM

- Functions of facilities management
- Importance of FM in your organisation
- How is the role and responsibilities of FM evolving?
- Significance of context, organisation, settings, people, process and time for FM

FACILITIES MANAGEMENT - STRATEGY

- Aligning corporate and FM objectives
- Integrating planning and management of assets and support services
- Establishing stakeholder expectations
- Managing the performance mix of inputs, outcomes and outputs
- The development of the successful FM Business Plan

DEVELOPMENT OF THE APPROPRIATE FM DASHBOARD FOR YOUR BUSINESS

- Structure and elements of a successful SLA
- Developing your SLA for any service or product
- The Balanced Scorecard and how is it utilised?
- Negotiating the implementation of the performance focused

BUILDING SERVICES - OPERATIONS AND MAINTENANCE

- Asset and building management
- Matching facilities and services to the business needs
- Understanding the building structure and how your building services work

- Engineering and operation services – Electricity, Lighting, Water, Gas
- Vertical and horizontal transportation
- Building management systems
- How significant is the expense of building services to your facility?
- How to cost effectively manage building services

DEALING WITH AGENTS, SUPPLIERS AND CONTRACTORS

- Establishing requirements for maintenance specifications
- Agents, suppliers and contractors selection
- Obtaining quotes and the tendering process
- Getting the best value from suppliers and contractors

MANAGING AND GETTING THE MOST FROM YOUR SLA

- SLAs and quality assessment
- Terms and conditions to include in a SLA
- Negotiating the terms of an SLA
- Periodic reviews of services in SLA

WORKSPACE MANAGEMENT

- Workspace strategies & management

SUSTAINABILITY MANAGEMENT

- Models, Frameworks and rating tools
- Reducing energy consumption and carbon emissions

2017 COURSE DATES:

23-24 August
Auckland

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Super Saver closes
11 July

KEY LEARNING OUTCOMES:

- Update yourself on current trends and developments in Facilities Management
- Design & implement an effective FM strategy for your facilities
- Learn to develop an insightful FM dashboard for your business
- Explore building services, operations & maintenance
- Learn the ins and outs of dealing with agents, suppliers & contractors
- Get the most from your SLA

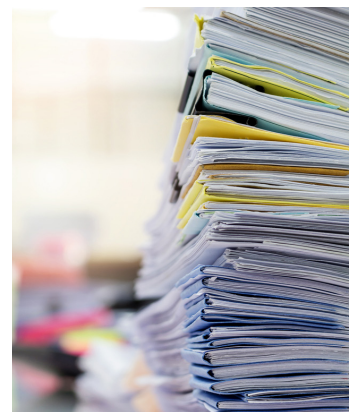
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WHAT PARTICIPANTS SAY

The course widened my horizons in terms of Facilities Management and what we really need to invest more of our time and resources in. Jack really brought a greater understanding of Facilities Management and what I can do to become better as a Facility Manager.

HAMISH FIRTH, FACILITY MANAGER, DATACOM SYSTEMS LTD



Do you want to train YOUR TEAM in Property or Facilities Management?

Our in-house and customised training options make it easy to bring about real change, with real results. If you need to train multiple people at the same time this is the cost-effective option.

HOW IN-HOUSE WORKS

Brightstar provides expert consultation, support and advice every step of the way, from identifying your needs through to delivery and evaluation. We work fast bringing training to you and your team meeting your timeframes and goals.

Benefits

- ◆ Expert facilitators
- ◆ Customised for your business
- ◆ Training dates to suit
- ◆ We come to you
- ◆ Flexible group sizes
- ◆ Dedicated learning and logistics support

Check our full course list at brightstar.co.nz/full-course-list for all your training needs.

Call our Learning and Development Consultants to discuss your training needs and see how Brightstar can help you.

09 912 3616 | training@brightstar.co.nz | Brightstar.co.nz/inhouse

HOW TO REGISTER



PHONE

09 912 3616



WEB

Brightstar.co.nz/fpmanagement

PRICES	SUPERSAVER (SS)	LAST MINUTE
2-DAY TRAINING (EACH COURSE)	\$1995	\$2295

Prices above are excluding GST. 2.5% credit card surcharge applies.

ASK ABOUT OUR GREAT SAVINGS

Supersaver (SS) Discount

Book early and save \$300

Bring a colleague

Save \$300 on each additional delegate

(Bookings must be made at the same time, from the same organisation, on the same course)

