

## Module 1: Competencies for Facility Professionals

### Course Overview

#### Section 1: Facilities and the Value of Facility Management

- Topic 1: Facility Management
- Topic 2: Facility Managers
- Topic 3: Adding Value and Marketing the FM Function
- Topic 4: International Standards ISO 41011, 41012, and 41013

#### Section 2: Cross-Functional Competencies

#### Section 3: Communication

- Topic 1: Communication Basics
- Topic 2: Communications Plan
- Topic 3: Other Communication Opportunities

#### Section 4: Sustainability

- Topic 1: Sustainability Strategies
- Topic 2: Triple Bottom Line
- Topic 3: Green Building Rating Systems
- Topic 4: Other Sustainability Tools
- Topic 5: Sustainability Reporting

#### Section 5: Quality

- Topic 1: Principles of Quality Management
- Topic 2: Quality Facility Management

#### Section 6: Collaboration

- Topic 1: Team Building and Partnering
- Topic 2: Collaborating with Stakeholders
- Topic 3: Consensus-Building Tools

#### Section 7: Innovation

- Topic 1: Requirements for Innovations
- Topic 2: The Process of Innovation