

SKILLS DEVELOPMENT IN THE CHANGING WORLD OF FM

PRESENTER: Dumisani Malinga

TABLE OF CONTENTS

1. Definitions
2. Skills Acquisition
3. FM industry in the changing world
 - a) Big Data
 - b) Augmented Reality
 - c) Additive Manufacturing
 - d) Cloud Computing
 - e) Cyber Security
 - f) Simulation
 - g) Black Swan Events
 - h) P.E.S.T.L.E. Reality
 - i) The New Normal
4. Future FM Post-COVID19 Opportunities
5. Question & Answers

Definition

- skill
- the ability to do something well; expertise.
- Learning, Relearning, Unlearning and Applying the newly-found skills.

Skills acquisition

- 1. Be curious
 - Curiosity is essential because it makes the process of developing skills much more enjoyable. If you are curious, you will naturally want to know more simply because it's fun.
- ## 2. Be Versatile
- versatelist is someone who can easily adapt to new situations and quickly develop the skills necessary to excel. Being a versatelist essentially means being a smart learner who knows what to learn and how to quickly learn it.eeper than those who develop their skills because they must.

Skills acquisition

3. Find your role models

It will be easier for you to grow if you have concrete examples of what you want to be. That's why it's important to find your role models. Your role models give you a standard to achieve so that you know where and how far you should go in developing your skills. It will also motivate you since you know that someone has already achieved such high standard.

Skills acquisition

4. Shorten your learning cycle

The speed of your skill development depends on the length of your learning cycle. The shorter your learning cycle, the faster you will develop your skills. Here are some ideas to shorten your learning cycle:

4.1. Make quality effort

4.2. Measure comprehensively

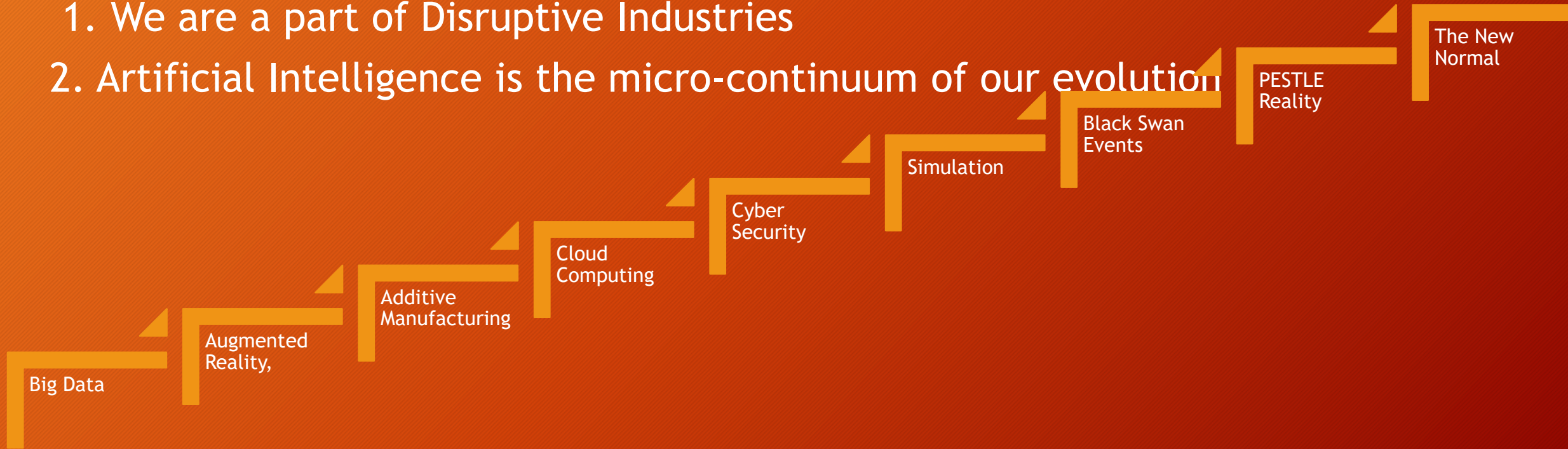
4.3. Act upon the feedback

FM INDUSTRY IN THE CHANGING WORLD

1. We are a part of Disruptive Industries
2. Artificial Intelligence is the micro-continuum of our evolution

FM INDUSTRY IN THE CHANGING WORLD

1. We are a part of Disruptive Industries
2. Artificial Intelligence is the micro-continuum of our evolution



FM INDUSTRY IN THE CHANGING WORLD

Big Data

- extremely large data sets that may be analysed computationally to reveal patterns, trends, and associations, especially relating to human behaviour and interactions.

FM INDUSTRY IN THE CHANGING WORLD

Augmented Reality

- Augmented reality (AR) is an interactive experience of a real-world environment where the objects that reside in the real world are enhanced by computer-generated perceptual information, sometimes across multiple sensory modalities.

FM INDUSTRY IN THE CHANGING WORLD

Additive Manufacturing

- Additive manufacturing allows the creation of lighter, more complex designs that are too difficult or too expensive to build using traditional dies, molds, milling and machining.
- AM also excels at rapid prototyping. Since the digital-to-digital process eliminates traditional intermediate steps, it is possible to make alterations on the run.

FM INDUSTRY IN THE CHANGING WORLD

Cloud Computing

- Cloud computing is the delivery of different services through the Internet. These resources include tools and applications like data storage, servers, databases, networking, and software.
- Rather than keeping files on a proprietary hard drive or local storage device, cloud-based storage makes it possible to save them to a remote database. As long as an electronic device has access to the web, it has access to the data and the software programs to run it.
- Cloud computing is a popular option for people and businesses for a number of reasons including cost savings, increased productivity, speed and efficiency, performance, and security.

FM INDUSTRY IN THE CHANGING WORLD

Cyber Security

- the state of being protected against the criminal or unauthorized use of electronic data, or the measures taken to achieve this.
- The Internet of Things

FM INDUSTRY IN THE CHANGING WORLD

Simulation

- imitation of a situation or process.
 - "simulation of blood flowing through arteries and veins" · [more]
- the action of pretending; deception.
- "clever simulation that's good enough to trick you"
- the production of a computer model of something, especially for the purpose of study.
- "the method was tested by computer simulation" ·

FM INDUSTRY IN THE CHANGING WORLD

Black Swan Events

- The black swan theory or theory of black swan events is a metaphor that describes an event that comes as a surprise, has a major effect, and is often inappropriately rationalised after the fact with the benefit of hindsight.
- The disproportionate role of high-profile, hard-to-predict, and rare events that are beyond the realm of normal expectations in history, science, finance, and technology.
- The non-computability of the probability of the consequential rare events using scientific methods (owing to the very nature of small probabilities).

FM INDUSTRY IN THE CHANGING WORLD

P.E.S.T.L.E events

- Political
- Economic
- Social
- Technological
- Legal
- Environmental

FUTURE SKILLS

Adaptability and Flexibility

- One thing is for certain, the ways companies operate and work are going to change. The world was already changing rapidly, but the pandemic accelerated it. There will be few “jobs for life.” Someone that is going to succeed in a post-coronavirus-world will need to be able to adapt to ever-evolving workplaces and have the ability to continuously update and refresh their skills.

• Tech Savviness

- One of the best ways to prepare yourself for a post-coronavirus-world is to acquire technology skills. The COVID-19 pandemic is fast-tracking digital transformations in companies as they are trying to become more resilient to future outbreaks and disruptions. The reality is that technologies such as artificial intelligence, big data, the Internet of Things, virtual and augmented reality, and robotics will make businesses more resilient to future pandemics, and anyone that can help companies exploit these technologies will be in a great position. Whether you work in a factory or an accounting office in a post-coronavirus world, you need to be comfortable with these tech tools as well as be able to work with them effectively.

FUTURE SKILLS

Creativity & Innovation

- We have already seen the importance of creativity and innovation during the pandemic. Businesses that have been able to come up with ways to deliver services virtually (like many healthcare providers have done) or quickly shift to new products (like Mercedes F1 that have shifted from making racing cars to innovative breathing aids) have been able to better weather the storm. In a post-coronavirus world, we will need human ingenuity to invent, dream up new products and ways of working. Human creativity is going to be essential.

• Data Literacy

- As the fuel of the 4th Industrial Revolution, data is a critical asset for every company. With the right data, companies are able to better predict the impact of future business disruptions and are better able to serve customers with the right products and services during or after any pandemic. Companies that understand business trends and shifting customer needs are better able to respond in the right way should a future pandemic come along. However, the data is useless to a company unless there is data literacy—people equipped with skills to understand the data and make better decisions because of it. Professionals with data literacy will be even more appealing to prospective employers than ever before.

FUTURE SKILLS

Critical Thinking

- Another skill that will be essential as our global economy rebuilds from the damage done by COVID-19 is critical thinking. During the pandemic, we have seen a spike in fake news and misrepresentations of data and studies, as leaders, businesses, and governments are trying to shift blame and divert attention and proper scrutiny. People who can objectively evaluate information from diverse sources to determine what is credible will be valued. Not all information should be trusted, but organizations will need to rely on critical thinking to understand what information should inform decision-making.

• Leadership

- One of the changes in a world that is heavily augmented by the support of machines and where social distancing and home working might continue for the foreseeable future, is that more people at all levels of an organization will be in a position where they lead others. The gig economy is only going to grow post coronavirus, and people will be working in more fluent teams where people are taking the lead at different times. Professionals with strong skills in leadership, including how to bring out the best and inspire teams as well as encourage collaboration, will be in demand.

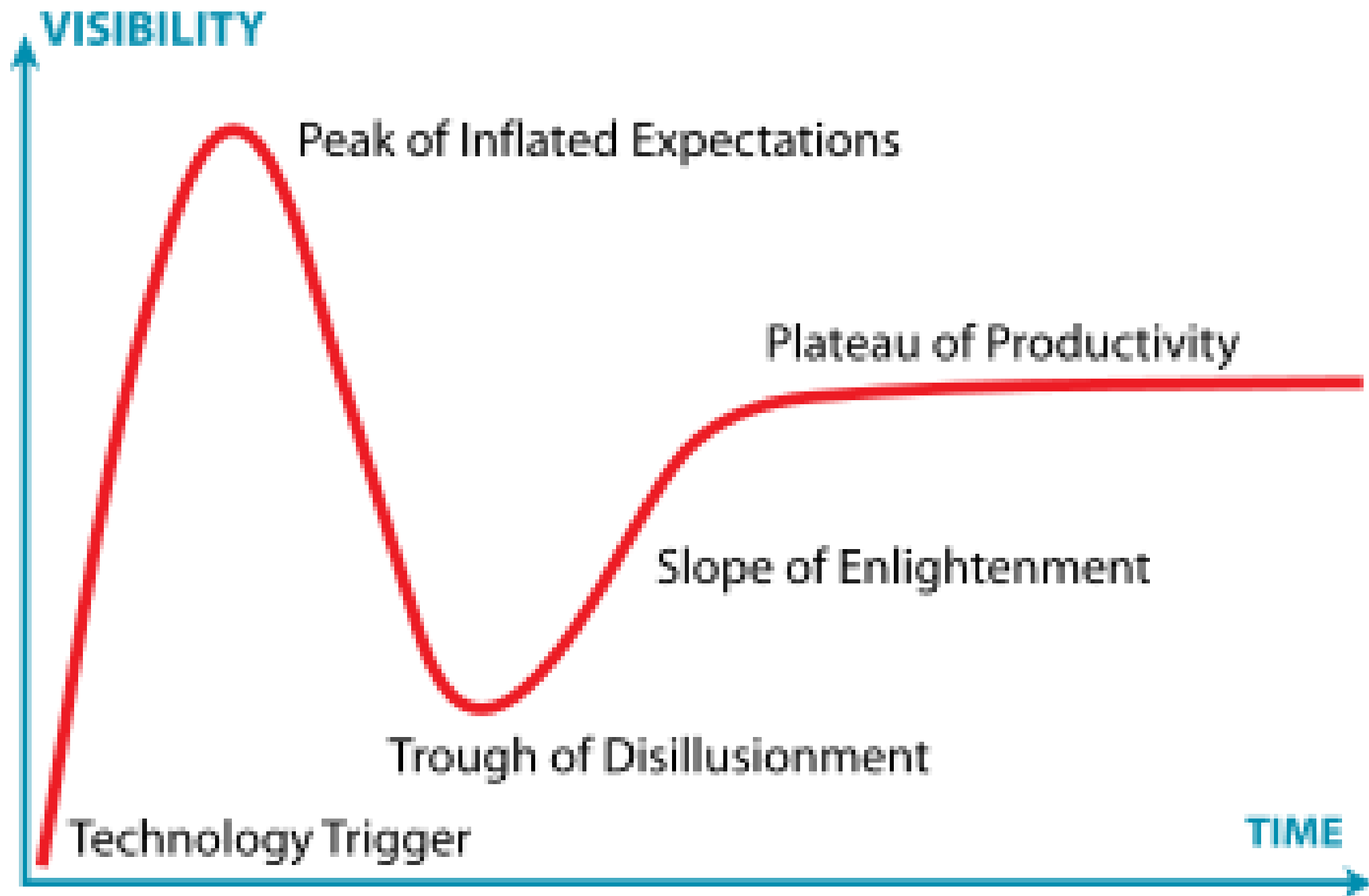
FUTURE SKILLS

Emotional Intelligence

- Closely linked to leadership is another skill that is even more important in uncertain and challenging times: Emotional Intelligence (EQ). The ability to be aware of, express, and control our emotions and be aware of others' emotions is what emotional intelligence is all about. At times when people might feel uncertain about their job and the future of their business, it is key to connect with people on an emotional level. Individuals with strong EQ will be coveted by organizations of all sizes and in all industries.
- **Commit to a Lifetime of Learning**
 - According to the World Economic Forum, in just five years, 35 percent of the skills deemed essential today will change. There's only one way to remain relevant in a post-coronavirus reality: commit to a lifetime of learning.
 - When faced with a tight job market, professionals with advanced and expert job skills will still be in demand and will likely struggle less to find employment. The good news is that improving your skills has never been easier.

FUTURE FM OPPORTUNITIES





What is Facilities Management?

Key Definitions

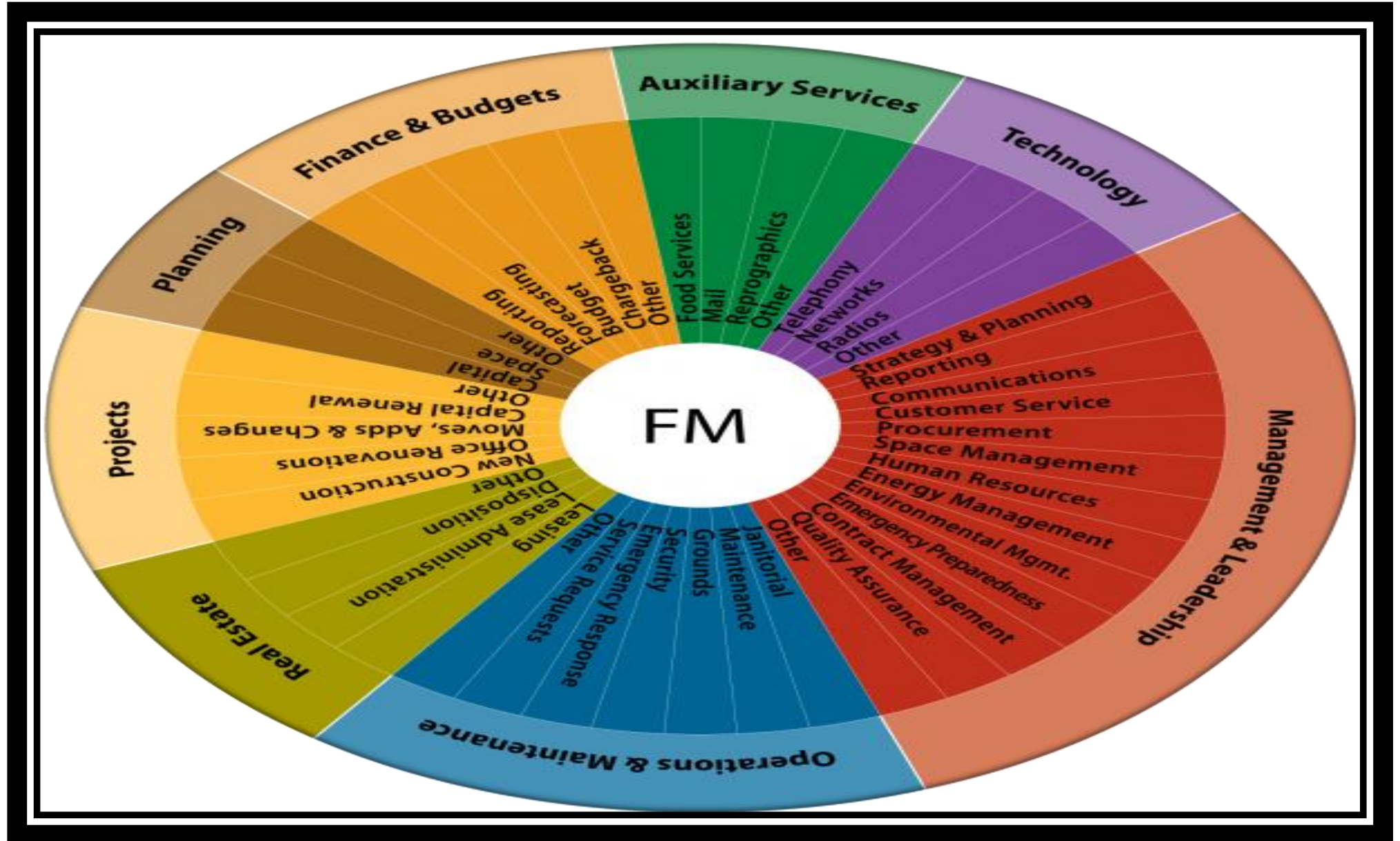
FACILITIES MANAGEMENT GENERIC DESCRIPTION

Unlike some professions, Facility Management encompasses many different roles and skills. Not everyone in the facility or property management profession are responsible for all of these roles. Some are responsible for specific functions as specialists, others are responsible for everything while some oversee all these roles through other specialists.

You could categorize them or subdivide them differently, but the fundamental responsibilities are all within this diagram. Depending on your role, you may be responsible for all these elements or just a few. You may also oversee them all, but have other experts on your team who focus on a specific aspect of the role. Some of these specific areas are actually represented by their own professions when performed as a distinct, separate role.

From this, you can see that it is impossible for any given FM to have all the knowledge and skills to perform all the roles that are frequently expected of them. In addition, many of the responsibilities are non-technical, and they are in fact increasingly becoming strategic in nature.

In a nutshell



The role that FM plays in corporate success + Measuring and valuing FM services

- Corporate enabler
- Business Support
- Organisational centre of gravity

Q&A

- **THANK YOU**