

FM Staff: Learning and Change Management

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Facilities Management

Change Management

Training

Something old something new

The 2020 blog by Stephen Brown of GFMA reflects affirmatively on today in creating and managing the built environment and its assets. He wrote at a time when COVID had substantially affected ways that we and our buildings worked.

Stephen passed a few years back, but the emphasis on staff that motivated and informed his work persists. His enthusiasm for facilitating learning via technologies continues to grow and diversify. Oncoming uses of AI have added to the changes streaming in, both in executing our work and in what and how we learn.



Change is constant. To accommodate change, an important consideration is continuity of staff functions wherever possible, leaving out provisions unnecessary for the change underway. Strongly progressive education and training policies and execution can enable change because staff stay agile by learning. While the changes imposed on facility and asset management organizations are not wholly predictable, competence in handling changes can be. Ongoing learning nurtures a competent staff able to adjust and adapt. Whether or not an engagement in online learning is directly applicable to present activities, study keeps staff resourceful for change.

A GREAT TIME FOR FM STAFF DEVELOPMENT

By Stephen Brown, 2020

(Abridgements and minor edits 2025)



Your employees were hired because they are educated, capable and motivated - plus they possess integrity that is in harmony with the enterprise. It is in your interest to make best efforts to ensure they feel valued, and to support staff retention.

Succession planning is also hugely important. By supporting training and development, you prepare the candidates by advancing their KSA's (knowledge, skills and abilities) for the benefit of the organization.

Staff recognize that the best way they can grow and excel in their roles within the company is with education and training. They look to you for direction and support.

Employees have more time available to focus on studies and preparations that can advance their careers and help them to perform at a higher level and contribute more to the business goals. Now is an ideal time for you to show that you are aware how valuable they are by investing in their training and development.

In the Facility Management industry, organizations are migrating an increasing portion of their training programs to virtual platforms. As an FM consultant, I have formed alliances with IFMA, ProFM, AFE, and DRI to teach this alternate format - conveying knowledge and awareness with preparation for credentials exams.

Virtual classroom instruction and learning is a suitable alternative to in-person instruction in many cases, but circumstances now offer exceptional advantage. In place of travel time, more efforts are applied to expanding the menu of proprietary courses tailored for client focus areas Technologies and the synergy of experiences between instructors and students have led to steadily improving results.



David Reynolds, RCFM, is a senior consultant in management for the built environment. He is a partner in GFMA Global Strategy Advisors, LLC and maintains memberships in IFMA and the World Association of PPP Units & Professionals (WAPPP). David has extensive experience implementing and managing projects and programs with facility planning, operations, and maintenance.