

20 QUALITIES

THE C-SUITE LOOKS FOR WHEN HIRING A WINNING FM

If you are vying for a promotion, seeking a career change, or looking to advance your career, review our checklist to ensure you possess the traits necessary to lead an organization's FM efforts.



1

Strong Communication Skills



Recognizes the value of a strong team

Since management of the company's most critical asset, its people, is one of your primary responsibilities, you must ensure the workforce is comprised of today's top talent at all times. Make the most of the skills each individual has to offer to ensure the company runs like a well-oiled machine.



A deep understanding of customer needs

Time is a resource most FMs are short on. Your best shot at maximizing on resources and ensuring the company's success is by investing your time into building quality relationships with the entire staff. This begins with identifying and addressing the needs and concerns of your workforce.



Imparts pride and motivation in the company's mission and values

Truly great leaders have the ability to express respect and appreciation in their employees' work. This simple gift improves attitudes, strengthens commitment, and increases productivity.



Listens to others

Trust within your organization is built on communication. Leaders must build a workplace culture in which employees are encouraged to speak and know that their opinions are valued.



Strong communication skills

Your role as the [facilities manager requires interaction](#) with the workforce, outside technicians, department heads, analysts, and senior administration. You must possess the soft skills to effectively connect with all types of people, both verbally, through body language, and written communication.



Delegates appropriately

Delegation is a skill most individuals are not comfortable with, yet every leader must possess. Proper delegation requires knowing each individual's strengths and weaknesses, handing over tasks accordingly.

2

Firm Leadership Skills



Strong code of ethics

Leading a team to success requires exemplary integrity. In establishing relationships with your workforce, executives, and outsourced vendors and technicians, be sure to demonstrate honesty, integrity, and open-mindedness.



Tracks and measures staff performance

An effective FM must have the ability to establish clear-cut guidelines regarding organizational goals and employee expectations. Measuring and tracking individual performance sets a standard of excellence and sheds light on areas that need attention, further strengthening the entire team.



Enforces standards

Part of your role as the FM is to provide clear instructions regarding standards and policies set forth by the government and the organization. This protects the company, as well as you and your staff from any legal ramifications.



Open-minded and accepting of other people's ideas

Maintaining an open mind encourages teammates to engage with each other, which is when the most innovative ideas are born.



Decision-making ability

As the facilities manager, you will often be expected to make important decisions swiftly and with certainty. [A firm understanding of the complicated dynamics of your organization](#) and its industry will offer you the confidence you need to make those tough decisions.



High level of patience

Those that find themselves unable to practice patience will also find their FM careers short-lived. Impatience leaves people feeling unorganized and unappreciated, while patience amongst leaders is seen as a sign of compassion and adaptability.



Attention to detail

Attention to detail will often define your team's success. Do not, however, confuse such detail with micro management.



Realize the value of continued education

We are all works in progress, never without room to learn, grow, and improve. The most valued FMs are those who recognize this need and lead by example.

3

A Deep Understanding of All Facets of Facilities Management



Proactive in technology advancements

[Successful FMs must not shy away from technology](#), but rather embrace it for all it has to offer. Establish your company as a leader by remaining on the cutting edge of technology and all the tools it has to offer.



Proven success in positively affecting a company's bottom line

Whether you are just entering the workforce or are vying for that next promotion, your value lies in the numbers. Provide examples of how you successfully lead projects, saved a facility money, managed budgets, and successfully worked within the organization's budgetary constraints. If you are just leaving college, make the most of your internship and highlight those successes.



An analytical mind

The ability to effectively collect and analyze relevant data is what provides your team the information needed to determine what processes are working and where adjustments are needed.



Adaptability

Change is, perhaps, the only constant in the facilities management profession. FM leaders must have the ability to adapt strategies and approaches to the ever-changing conditions and trends of the marketplace.



Thorough knowledge of sustainability and green initiatives

Companies are constantly looking for ways to decrease their environmental footprint decrease energy costs. Facilities Managers must remain on top of current trends and best practices.



Possess a clear understanding of facilities management from a technical standpoint

Those who wish to stay relevant in the FM field must appreciate the value of the workplace and all that it encompasses - the space, the tools, and the people. It is about building an inspiring workplace culture that supports their employees' diverse needs.



**YOUR COMPREHENSIVE GUIDE TO
IDENTIFYING FACILITIES MANAGEMENT
SOFTWARE NEEDS**

We have put together a list of actionable items (the what's and the why's) that will help. [download free ebook](#)