

HOW TO INNOVATE IN FM: OVER 100 TIPS AND SOLUTIONS



We've compiled over 100 useful and practical tips and solutions that will help you and your team innovate in FM.

Presented By:

ioffice

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The mark of a successful organization is often measured in terms of competent employees, streamlined business operations and satisfied customers.

However, these successes rarely fall into place without careful planning and implementation, a solid support system and a little bit of luck.

To assist you with these aforementioned tasks, we have compiled a detailed inventory of strategies and techniques that are sure to move your FM abilities in the right direction.

Over
100 Innovative
Tips for Today's
Facility
Manager

Written by Tiffany Rivers & Kaitlan Whiteberry



Tiffany Rivers **manages iOffice's Marketing operations**, by creating blog posts, supporting the Sales team, driving traffic to the website and creating connections between the iOffice portal and the experience it evokes.

[Read Tiffany's Articles on the iOffice Blog](#)



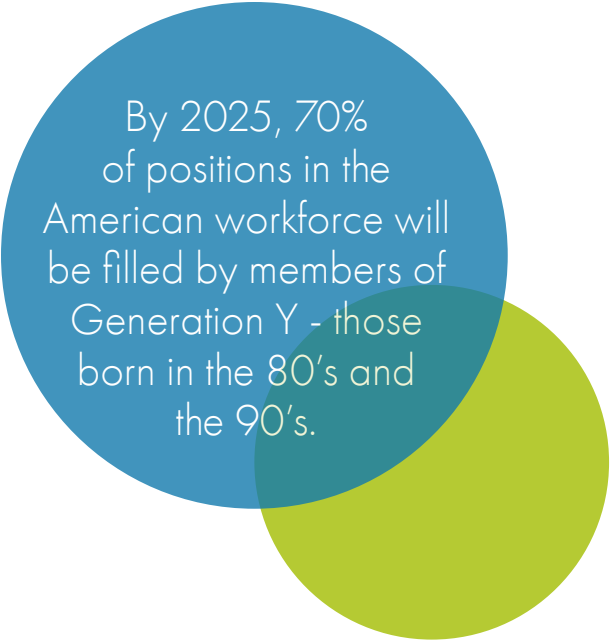
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[Read Kaitlan's Articles on the iOffice Blog](#)

23 Tips to Building Your FM Dream Team

Your company's success relies, first and foremost, on its employees.

You will need to surround yourself with a team of talent that is passionate about their job, and ready to tackle the big projects. Developing the right team requires careful thought and attention to detail and is one of the most important steps in your FM journey.



By 2025, 70% of positions in the American workforce will be filled by members of Generation Y - those born in the 80's and the 90's.

Let's take a look at a few suggestions on how to build the dream team that will set you up for success.

1 Candidates should possess more than just technical skills.

While technical skills are a must for any candidate you consider, communication habits and interpersonal expertise are critical as well. You are building a **TEAM**, therefore, each member of that team needs to be able to communicate and collaborate with each other. Without this communication, you simply have a group of individuals working for you, rather than a solid, well-oiled machine.

2 Those you hire should have the skills for "long term investment".

Your team members should possess many varying skills rather than a heightened expertise in one area. Hiring new employees is your #1 expense, so be sure to consider which candidate is **the best investment for now and the future**.

3 Customer service experience is a valuable asset:

The facility management field is a **customer focused industry**, therefore, it is critical that every member of your team have the ability to effectively listen and communicate with staff members as well as make important decisions regarding your office and its infrastructure.

4 Create the perfect job posting.

In writing the job posting, be sure to broadcast your company's top selling points. Distinctly outline your expectations along with the position's incentives. Clearly defining what you are looking for in a candidate, as well as your organization's mission, will help ensure the **right talent applies** for the opening.

5 Never stop recruiting.

Whether at an IFMA conference or on a weekly customer service call, always maintain a mental log of who you are speaking with and their individual talents. Consider whom you would enjoy working with--you never know when this information may come in handy later.

6 Discover the person behind the resume.

Many interviewers place all the emphasis on a potential employee's resume, forgetting that there is an actual human being behind that piece of paper. Keep in mind that a personality does not always shine through in a resume--it is the **chemistry and character** of your teammates that will either make or break your team. Don't forget to include your instincts in your checklist of candidacy.

7 Repurpose your real estate.

The increasing Millennial generation is uninspired working in cubicles and definitive space. Consider redefining your office to offer a range of workspace options. This will **attract new talent**, motivate your current employees and help get those creative juices flowing.

8 Seek out ways to maximize retention.

If your co-workers are unhappy, they will seek out new opportunities. Maintain an open line of communication and be sure to listen to requests--once you have built a solid team, you do not want to lose them to your competition.

9 Provide access to cutting-edge technology.

By 2025, 70 percent of positions in the American workforce will be filled by members of Generation Y - those born in the 80's and the 90's. This younger generation entering the workforce thrives and excels when technology is integrated into their daily work routine. Providing access to cutting-edge devices, such as smart phones, tablets, mobile apps and software solutions will be a real selling point for companies recruiting top young professionals.

10 Provide access to information and resources.

Once a new employee receives their training, the education should not stop there. Ensure your entire staff stays on top of current trends and continues to **evolve through furthering their education**. The workplace is one that evolves rapidly--it is very easy to remain stagnant without the latest information and technology. When an organization is stagnant, their employees are too.



Social Media Tips for Your Dream Team

When searching for potential new recruits, it is important to maximize your visibility and using social media is an incredibly effective method.

LinkedIn is a great source for scouting out, finding and recruiting new talent. By following what they share, their comments, as well their professional connections, you gain valuable insight into their work personality. The "summary" section in their profile can also provide insightful information.

11 Keep your office design current.

Dull doors, poor lighting and high cubicle walls are a cliché for run-of-the-mill office spaces and are a surefire way to turn away talent. **Simple workspace changes**, such as bright colors and natural lighting, create an atmosphere people want to work in. Offering unique workspaces and office management techniques can be deciding factors when trying to entice the best candidates.

12 Include amenities for office workers.

Create a family atmosphere by providing simple extras, such as coffee, workout facilities, water and snacks. This is just a small way to convince potential talent that you care about them as individuals and their overall wellbeing.

13 Clearly define your company culture.

People, especially Millennials, want to work for an organization they feel connected to. During the interview process, clearly state what your company is, both operationally and culturally, and share the company's history and its vision for the future.

14 Consider offering mobility options.

Today's workforce wants mobility. Companies should provide their employees with the tools to stay connected and productive while mobile. This further supports the need to stay on top of today's cutting-edge technology. It also creates trust showing, both potential hires, and your workforce that you value their time and want to be flexible.

15 Dedicate a place for new hires.

By creating a **"home base"** for your new employees, you facilitate a smoother transition into their new position. Introduce them to their co-workers, explain processes to them and make sure they have a place to field their questions. Make them feel like part of the team from the get-go and they will work harder to contribute to the group.

16 Always provide feedback.

One of the highest complaints in the workforce is lack of recognition. A few simple words of encouragement go a long way in keeping your employees motivated. **Treat your team as you would like to be treated**, showing them you notice the effort they put in each day.



Social Media Tips for Your Dream Team

When searching for potential new recruits, it is important to maximize your visibility and using social media is an incredibly effective method.

Install a social media policy. As new talent enters your workforce, integration of social media shows you value the platforms your employees are using. This policy also leaves no room for question regarding your expectations.

17 Get to know your candidates.

Ask light questions to show your organization cares about more than just the person who comes to work everyday. Engaging employees about their personal life shows you value the individual's time outside of work.

18 Look for strong writing skills.

Often an interview provides insight into the applicant's speaking skills, but does not address their ability to write. **A competent writer is equally as important.** Review their cover letter closely, as this offers clear insight to how they convey their message on paper.

19 Seek insight on prioritization skills.

A key element to your role as a FM is effectively prioritizing. Consider asking your interviewee questions that will present a clear understanding of their prioritization skills and what they would do first in a critical situation.

20 Consider delegation when vetting potential candidates:

Delegating responsibilities is never an easy task, but your role as the facilities manager frequently requires this skill. During the interview, consider the delegating process and determine whom you would feel most comfortable with.

21 Prepare for economic instability.

Market instability has forced many companies to reduce both their workforce and their real estate. As the economy bounces back, many organizations are getting back to hiring, but they are also leery of being locked into expensive real estate. This has led to many considering alternatives to the traditional workspace and **embracing the idea of telecommuting.**

22 Incorporate various technology styles.

Critical to the facility manager's success is access to accurate, real-time information. There is no universal fit regarding the platform that will work for every organization and their needs. FMs need to understand the intricacies of the varying work styles within the company. To advance productivity align your technological tools with your workforce.


23 Network at all times.

Regardless of where you are or what you are doing, networking is a valuable tool. You never know who you will meet--you may find your next FM assistant where you least expect. Aside from that, the knowledge and resources you stand to gain from networking are invaluable.

41 Tips to Cultivate Yourself and Your Team

Now that you have built your dream team, or have the tools to get started, cultivating a culture of success is your next step.

This starts with developing your own leadership skills. Lets identify the top 15 leadership skills you need to lead your team to success.



The ability to motivate and communicate with your employees is essential to being a quality leader.

24 Numerical know-how

As a FM, you are likely not an economist or mathematician but, nevertheless, budgeting and financial planning are very important facets of your job. **Know your company's key metrics and how to calculate them.** The more financial insight you have, the more effective a facility manager you will be.

25 Legal Eagle-bility

FMs don't need law degrees any more than a math degrees, but understanding federal, state, and local law and the impact they can have on your facility is essential. No matter the industry you are associated with, chances are you will encounter numerous statutes and regulations along the way. Laws regarding OSHA standards are especially important to commercial facilities. Familiarity with these laws and regulations makes for a more successful FM--particularly for those who are managing high-risk sites. It is also a good idea to familiarize yourself with the basic principles of your state's tort law, especially where premises liability, personal injury and employment law are concerned.

26 Insiders insight

Although your expertise in the facilities management field is a critical component, how much do you know about your company's industry? Are you an expert in their domain as well as your own? Let's say you are the FM for the third largest auto parts distribution company in the US. You are quite familiar with the intricacies of how the company operates, but how much do you know about the product you are helping to distribute? Understanding the specifics of the industry you work for will **help you to be more successful as a FM.**

27 A go with the flow attitude

As a FM, flexibility is a much needed asset. Understanding that each day will be different from the last, you must prepare for the unexpected. Devise a plan, which can be adjusted for typical or unique situations. The more prepared you are, the more comfortable you will be with unexpected situations that inevitably arise.

28 Emergency reflexes

How well do you respond to emergency situations? As a successful FM, it's not only your job, but also your personal responsibility to remain calm and collected, as much as possible. People around you will react in a number of different ways, ranging from panic to natural born problem solvers, but you cannot leave that moment to chance. **Having a detailed plan of action will prepare you to protect your assets.**

29 Project leadership

The ability to motivate and communicate with your employees is essential to being a quality leader. Additionally, a true leader is able to oversee the entire process before them, while managing individual statistics, such as goals reached and overall performance.

30 Get with IT

Increasingly, the modern FM is looking to integrate with available software to facilitate greater productivity. A multitude of tools, which previously took on a more hands on approach, are being simplified with advancing technology. And, because of the user-friendly nature of the platforms, you don't need to have a background in computer science to take advantage of the benefits of expanded IT. Equally, you will become **more valuable to the organization** because of your knowledge and skill set regarding use of the software.

31 Cross networking

An FM in a large company will inadvertently intersect with almost all of the members of the organization, at one time or another. The overlapping of various departments and divisions is commonplace for the FM, who is consistently tasked with making sure all the parts are working together as a whole. This makes it critical for a successful FM to step back and view the jobs of individuals from all parts of the company, from the first floor to the penthouse.

32 People skills

How well do you know the people in your organization? If you knew an employee's situation, how differently would you treat them? Your role as the facilities manager comes down to the people you serve. By making interpersonal connections you identify with your co-workers as humans, rather than just another statistic. **Making this a priority will help build you a stronger team.**



Social Media Tips for Helping Your Dream Team Grow

Encourage your FM team to connect socially. Whether through FM LinkedIn Groups or Google + hangouts, nurture the value of exposing yourself to the latest FM news, as well as continuously creating contacts you may need to use in the future.

33 Public speaking

As the facility manager, your job is to ensure everything is running smoothly and that all employees have what they need to do their job effectively. Therefore, you likely find yourself on the speaker's podium often. Whether speaking to the CEO about a new software implementation or reviewing upcoming projects with your team, it is critical that you are well informed on the subject and that you are able to convey your message clearly.

There is an art to public speaking, but it is an art that can be learned. The key is to have strong knowledge on the subject matter; setting you up with the confidence you need to shine. If public speaking is not one of your strengths, you are not alone. Practice in front of a friend or family member, or attend a **Toastmasters International** workshop to sharpen your skills. The great news is--with a little work and preparation even the most introverted can shine in the public speaking arena.

34 Interviewing

We have discussed the value of building your dream team and how it will add to your company's success but how do you acquire the members of your team? Every good businessman will tell you that you are only as good as the people you surround yourself with. So, where do you start? Being aware of your strengths and weaknesses will help you put the right people in the right places. Compile a list of qualities you seek in a candidate and ask appropriate questions to focus your search. An excellent resource for in depth questions is available at **BYU**. The questions range in depth and scope and can be tailored to your specific needs. After all, you want to be as prepared as the person you are interviewing.

35 Delegation

As discussed previously, regarding interviewing, it is important to have people on your team that you feel comfortable delegating responsibilities to. Besides feeling comfortable with the people you are delegating to, you also have to feel comfortable with the process. Relinquishing control is often difficult for leaders but the sign of a true leader is **believing in your team and your own instincts**, as well as understanding that you cannot do it all yourself.

36 Proving your value

Your role as the facilities manager is likely that of the unsung hero. You have to satisfy the needs of executives upstairs, HR department, IT department, as well as your own team. Each of these have come to rely on you and expect their needs will be seen as a priority, giving little thought as to how it all gets done. This is where your expertise as a delegating team leader can be extremely helpful. This proves that you can juggle many jobs and still perform at a high functioning level. The trick is learning self-promotion that doesn't sound like bragging and always looking to champion the team around you.

37 Customer service

The service you provide the executives upstairs, as well as the rest of the organization is the true customer service of a FM. The entire company's success directly ties in to your service. Our article ["Learning the Art of Proactive Customer Service"](#) highlights strategies for anticipating your clients needs and issues BEFORE they arise. With the competitive arena what it is today, customers know they can take their business elsewhere if they are dissatisfied. Use this knowledge to take a proactive approach, anticipating their needs before they arise.

38 Social media

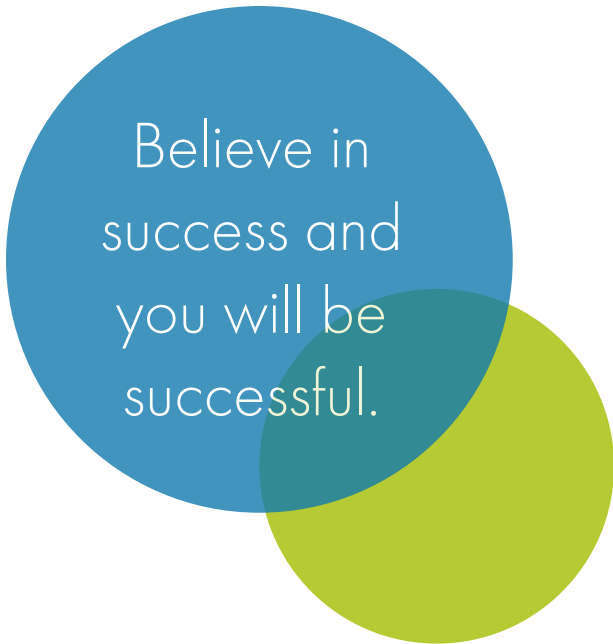
While it may seem that social media does not have a place in your job as a facilities manager, it actually can be used as an invaluable tool for you when used properly. Our ebook [Social Media for Facility Managers](#) is an in depth guide outlining the advantages of each social media site and what you can do to make them start working for you.



There are probably a few skills from this list that you recognize you need to work on.

Hopefully these resources we have shared will help you to further develop your skill set. Once you have developed a plan for sharpening your leadership skills, it is now time to focus on earning your spot at the top.

We have crafted a list of 6 tips that will help you achieve your spot at the top.



Believe in
success and
you will be
successful.

39 Strive for constant improvement

Olympic athletes are number one in their sport. It seems obvious, then, that an Olympian would train daily right? Why then, would we not incorporate this practice into our own work strategy? To be the very best at anything, you must remain focused, striving to be a little better each day. Pay careful attention to even the smallest of details, as they are each building blocks to your foundation as the top leader. In our line of work, we are constantly being provided new and improved tools to aid us in managing our professional endeavors. Whether it is tools to improve our sustainability efforts, educational tools or a software platform, you define yourself as a true leader when you learn to **embrace ALL of the tools** at your disposal.

40 Go the extra mile

Climbing your way to the top requires extensive training and the desire to see your goals through to the end. There is no room for mediocrity when trying to ascend in your profession. Find solutions to your problems before asking for help from others. Offer to help lighten a co-workers load, research the latest trends in your profession and keep your end goal in mind. **Lead by example and the rest will follow.**

41 Think success

Visualization can be a very powerful tool for the workplace. Your mind knows only what you tell it. Believe in success and you will be successful. Visualize defeat and you will be defeated. Focus on what your vision is for both you and your organization and work to feed those desires daily. Never let anyone (**including yourself**) let you believe you can be anything but a success.

42 Be positive

Have you ever worked in an office where someone on the team is constantly complaining? Nothing ever seems to go right for them? If so, you can attest to the fact that attitude and energy are contagious. If one teammate is constantly complaining, the entire team gets dragged down. Focus on spreading positive energy, regardless of what is going on personally or professionally, and the entire team will catch the “**positivity bug**”. A little bit of kindness goes a long way!

43 Turn setbacks into triumphs

Every successful endeavor comes with its own set of disappointments along the way. What defines you is how you approach these setbacks. Failures are just as important as successes in learning your field. Your willingness to learn from your mistakes, as well as others, is how you will stand out in the pack. Be open to constructive criticism, claim ownership for your mistakes and **learn from them**. Even Donald Trump has publicly spoken of disappointments and setbacks in his life. He found a valuable lesson in each of these setbacks and used them to rebuild even stronger.

44 Manage your time wisely

Regardless of your chosen profession, time is precious. To be successful in every endeavor, you must first learn where your time is best spent. Recognize that there are only so many hours in the day and be reasonable in your assessment of timetables and deadlines. As the FM, every decision you make stands to affect everyone in the office as well as the company's bottom line.



Social Media Tips for Helping Your Dream Team Grow

Host webinars with other FM experts for your team to learn from. Inviting an outside perspective is often a great way to discover a new solution your team hasn't thought of before. Hosting a webinar allows your employees and your clients to benefit from the investment.



Social Media: Facilitating Facility Managers' Jobs

Social media is the perfect platform to connect your facilities with not only your employees, but visitors and customers alike. Our social media guide clearly explains each site and its purpose so you can approach your social plan with absolute confidence.

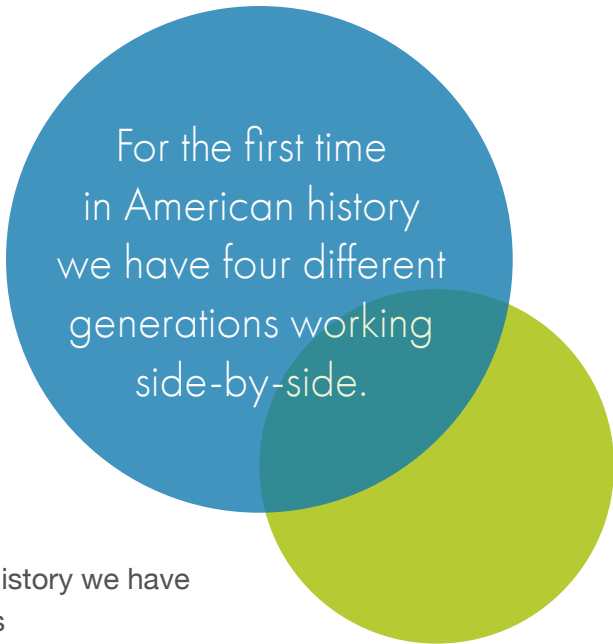
Learn More



The success of your company is heavily reliant on your skills and knowledge.

Now that you have cultivated your leadership skills, it is time to support and motivate your team. But what if your team is comprised of four wildly different generations? How do they all get along and communicate?

The one-size-fits-all approach does not work at all anymore – each generation communicates differently. For the first time in American history we have four different generations working side-by-side. Each generation has distinct attitudes, behaviors, expectations, habits and motivational buttons. Learning how to communicate with the different generations can eliminate confrontations and misunderstandings and in turn **increase loyalty and productivity**.



For the first time
in American history
we have four different
generations working
side-by-side.

Take a look at our list of 8 helpful tips on communicating across four generations of employees.

45 Be clear regarding the formality of the environment

Not too long ago, the workplace setting was much more formal. Men still wore a suit and tie, and no one had heard of “**casual Friday**”. Today, it is a much more casual affair. With members of both the old-school and new-school now present in the workforce, these differences can cause quite the breakdown. Older generations feel the younger are too informal, which reflects back onto the organization they are representing. To avoid this conflict, be sure to set clear ground rules as to the tone and culture of the office. That way, everyone is on the same page, with no question as to what is expected.

46 Provide access to multiple communication avenues

While the Millennials tend to prefer communication via text or email, the older generations still prefer the more personal, face to face approach. Since both are beneficial in their own ways, adopting one over another is unwise. Rather, implement several communication avenues for your employees. That way, everyone in the office is able to communicate in a way they are most comfortable with.

47 Individualize your approach

The most effective way to communicate with your employees is to **personalize your approach**. Get to know your team and determine what makes them tick. If you are unsure of what works for a specific individual, don't be afraid to ask.

48 Understand varying work values

Work values and ethics vary dramatically amongst generations. Identify the varying value sets that make up your team and strive to understand things from their perspective. The effort will gain valuable trust and allow your team to converse more fluidly with each other.

49 What are motivating factors behind your employees?

The core, fundamental values of today's workforce can vary tremendously from generation to generation. Boomers and Veterans tend to have the “**do what needs to be done**” attitude, while Generation Xers and Millennials seek to align their personal and professional lifestyles.

Since each has their own set of reasons for their work values, seeking to understand where the other is coming from can stave off any disagreements before they arise.

50 Always ask, never assume

An effective leader should consider spending time learning how each team member wishes to approach their job, as well as how they would like to communicate. Since you are all working towards the same common goal, understand that your efforts are mutual. Respect, ask and communicate.

51 Be both the teacher and the student

The younger generations have a lot to bring to the table--they have a lot to share and teach. As do the older generations. No one has all the answers, so rather than shying away from the unknown, encourage your workforce to seek out the knowledge others have to share, further adding to their repertoire of workplace tools.

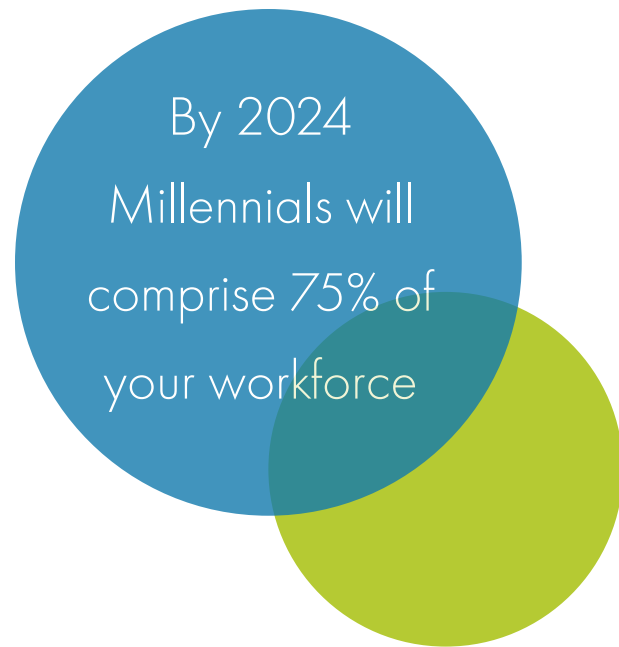
52 Acknowledge the differences

One can only expect differences in opinion when you gather four generations into one room. The mistake is to bury your head in the sand and act as though there are no barriers. Instead, get it out in the open, **encouraging discussion**. It will help avoid unnecessary conflicts that will stand in the way of productivity.

12 tips For Motivating Millennial Workers

The current landscape of today's workforce is comprised of four distinct generational groups, with the youngest, the Millennials, quickly becoming the largest group. In fact, by 2024, Millennials will comprise 75% of your workforce.

Use this knowledge to your advantage by learning how to communicate and motivate them now.



53 Be accountable, while sharing the credit for successes

Regardless in what industry you work, the ebb and flow of success and failure is inevitable. No one feels good when we face setbacks. We do, however, thrive on positive reinforcement--this is just a natural part of human nature. When a situation arises, don't look around for someone to place the blame on, accept accountability. When you receive praise for your team's work make sure that praise is shared with the entire team. **Taking all the credit only serves to undermine your leadership.**

54 Align the team's mission and individual goals

Teamwork begins with individuals making connections to their work and each other. By proactively communicating the ultimate goals of a project, the team members will be able to visualize their place and their path.

55 Take genuine interest in your employees

Show your employees you care by inquiring about their personal lives. A good FM understands the importance of interpersonal connections.

56 Communication works both ways

Communication is a major component of a successful organization. Besides being the source of communication output, make sure that you are also receiving and recognizing the voices of your team.

57 Empower Millennials to become leaders

The Baby Boomers are giving way to the Millennial generation in many aspects including your agency. Employ the idea of apprentice and master to guide these new workers to future leadership positions.

58 Inspire creativity and courage follows

Often the best ideas spring from the most unlikely sources. Encouraging creativity in the workplace can be a successful tool for generating positive new directions.

59 Prioritize community service

Being a public figure in the community is an excellent way to promote goodwill. Showing selfless actions not only benefits the groups you are working for, but also shines a positive light on your organization.

60 Provide encouragement and regular feedback

Let your workers know more often when they are **doing the right thing** compared to when you are correcting mistakes. Positive reinforcement as well as constructive criticism are both critical to an employee's growth.

61 Use experiences over things

Choose sensations over swag. It is great to receive a prize for your accomplishments but creating a memory is more powerful than a coffee cup.

62 Be flexible

With multi-tasking and mobility a norm in today's work environment, it is only fitting that flexibility of time management should follow.

63 Provide continuing education and professional development

Continued professional education only serves to strengthen your team. Be careful, though, to choose classes or seminars that are meaningful and engaging.

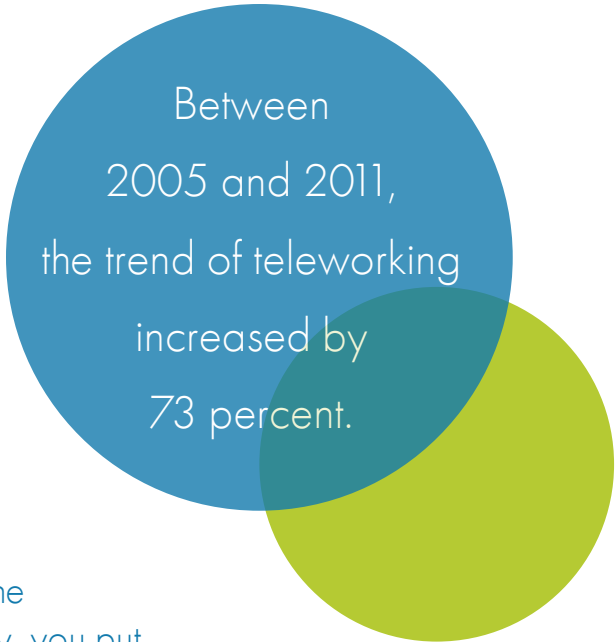
64 Keep your home fires burning

Ultimately it is most important to keep the end result in view. Your job as a facilities manager is to make sure everyone else in the organization is looking in the same direction you are. **Being passionate about your work** comes from feeling confident in the process, trusting the team and regularly seeing results.



30 Tips for Attracting and Retaining Your Valued Teammates

Once you have built your FM team and armed them with the tools to be a top-notch facility team, it is now time to ensure you have created a workspace that will attract and retain top talent throughout the entire organization.



Between
2005 and 2011,
the trend of teleworking
increased by
73 percent.

While you may not realize it, your role as the facility manager puts you in a position of influence--a lot of what you do sets the tone of happiness and productivity amongst employees. If, say, you put a worker in a closed-off cubicle when the individual prefers a more collaborative workspace, it can have a powerful impact on individual and office morale. FMs should be careful to cater to the needs of individual employees, as it can have a significant effect on the mood of the workplace. Here are 10 effective ways to make the workplace more attractive for top talent.

Top 10 Ways For Creating An Attractive Workplace for Talent

65 Information and resources

We are an information-based society, accustomed to accessing valuable information and resources with the click of a button. **Providing your talent with the tools to continually learn and grow is critical.**

66 Update your spatial assets

Create an innovative space that fosters creativity and productivity. We will talk more about this in the next section regarding how to re-work your office design.

67 Technology

Millennials have never known anything different than a technology-driven lifestyle. **Stay current with technological trends.** If you find this challenging this may be a perfect opportunity to delegate responsibility to your Millennial workers.

68 Sweeten the deal by offering office extras

Employees want to feel as if they are where the grass is already greener. By offering perks such as gym memberships, a stocked break room and top-notch health coverage, associates will feel as if they are valued. A little bit of extra goes a long way in showing you care and appreciate your employees.

69 Sustainability

We are a product of our environment. A result of the informational society we now live in, consumers are more aware of how our actions affect our natural resources. Seek out ways you can minimize your ecological footprint.

70 Ignite passion

Remember how we discussed how infectious your attitude could be? Show **passion and excitement** for your cause; pass that passion on. Give your team a clear vision of your brand and what it stands for.

71 Embrace Social Media

Many organizations initially reacted to the social media frenzy by banning it from the workplace. Companies are now realizing that, not only is social media here to stay, it can be used as a valuable tool. Embrace it or you will be left behind.

72 Get mobile

The Bureau of Labor Statistics reported, in the six-year period **between 2005 and 2011, the trend of teleworking increased by 73 percent** in the U.S.

Between smart phones, tablets and the cloud, workers have the ability to access the information they need anywhere, at any time. Arm your team with these tools. Mobilizing your workforce will support the notion that you trust them--their productivity will be reward ten-fold.

73 Collaboration is key

Collaboration evokes excitement and new ideas. Set your team up for success by encouraging their collaborative efforts. You might be amazed by the innovative ideas that emerge from those collaborative sessions.

74 Bring on the Fun!

The average worker spends approximately 46 hours per week at work. We spend as much if not more time at our jobs than we do at home. And while at work, we are expected to be 100% productive. As a result, workers should feel comfortable taking breaks, allowing for a little time to relax and socialize. They may be spending less time working, but their **productivity will increase**.

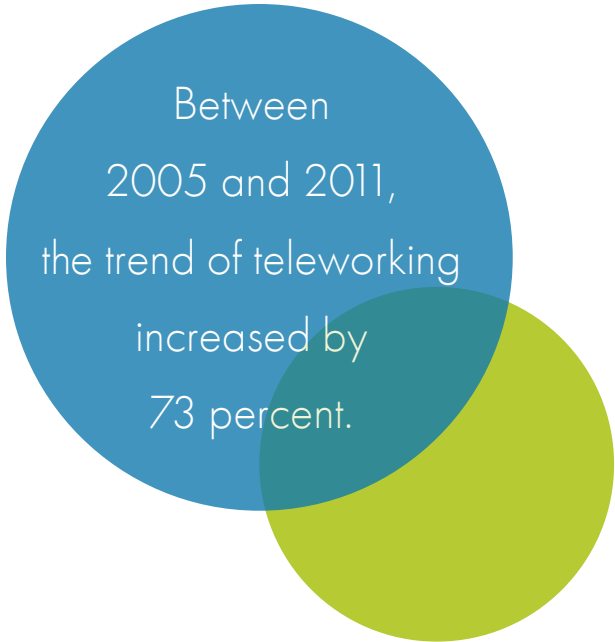


Social Media Tips to Retaining Your Talent

Allow social media use just for fun. Some companies see social media as a big distraction, or as a drain in productivity. However, studies have shown that short breaks are actually better for workers. It allows them to step away from a situation, refocus briefly on something non-work related, and come back refreshed.

In creating an attractive, healthy work environment, you must first take a look at your facility's physical space.

You are not going to attract creative Millennials with gray cubes, dark spaces and closed doors. But, at the same time, you don't want to alienate the other 3 generations currently in your workforce. Create the proper space to fit each of their generational needs. We have come up with a list of 14 tips to help you create a more innovative space for your facility.



Between
2005 and 2011,
the trend of teleworking
increased by
73 percent.

14 Tips to Become More Innovative With Your Facility

75 Seek support from management

Redesigning your office space can be a massive undertaking both hourly and financially. Therefore, it is important to receive support from upper level management to make such a move. Before approaching your supervisors, be sure to have a detailed plan in order. In securing this support, you **gain a valuable ally** through the entire process.

76 Work closely with department heads, as they know the members of their team better than anyone else

A FM's goal is to ensure the happiness of every department within the organization. **Build a solid working relationship with each department head**, as they can provide you valuable insight into their team's specific processes, challenges and needs. This information will supply you with the tools you need to facilitate a redesign that increases productivity.

77 Keep up with the latest technology

Office space redesigns will inevitably require technology upgrades. Familiarize yourself with the latest management software and tools such as cloud-based data storage. This will afford your workforce the ability to stay connected and informed.

78 Current office data will ensure positive trajectory

Taking stock of how your in-office space is being utilized is critical to a company's bottom line. Space management initiatives are methods to measure work habits, rituals and routines. Through analysis of the resulting trends, a FM can determine next steps.

79 Keep your employees in the know

In order to make sure your office redesign is a success, you should communicate clearly with employees about your goals. Whatever your motivation may be for making the changes, you should **be open and honest about what you're trying to accomplish**. Your associates will appreciate your candor and will continue to see the organization as a career and not just a job.

80 Know who you serve

Data is a powerful tool for assessing trends and making predictions, but often the biggest factor to be overlooked, is the needs of the individual. A great plan on paper won't translate unless the human factor has been correctly addressed. No one can make all their facilities management decisions based on data alone. In a recent study performed by Steelcase, they found that **the average employee loses 86 minutes of productivity each day**. Driving the numbers even higher--a worker not satisfied with his or her physical environment loses 91 minutes; someone not happy with access to tools and spaces, 92 minutes and someone having trouble engaging, it's 98 minutes. Don't let your workers waste their most valuable resource--time.

81 Stay ahead of the curve

Being a quality FM requires looking ahead, industry-wise, to avoid becoming complacent and stagnant. Push new ideas and technology that can be implemented at low cost for increased return. Managers should not be afraid to suggest new ideas. Even if they're ultimately shot down, initiating conversation is important.

Now that you know what will attract desired talent as well as how to create a workspace that inspires them, your next step is to show you care on a personal level. Encourage your employees to maintain a healthy work-life balance. Let's take a look at a few strategies to get you started down the right path.



Social Media Tips to Retaining Your Talent

Update your company's social sites regularly. This is especially important when potential hires are looking at your company. This is a great opportunity to showcase your company culture, and you can even feature employees on your sites (always ask permission first). People connect with people, not companies. Do your best to show you care about your employees, and you will attract loyal talent as well as retain your current workforce.

82 Seek out creative approaches to brainstorming sessions.

Meeting in a boardroom is uninspiring. Offer your workforce opportunities to collaborate outside your office, perhaps through a picnic or a hike.

83 Offer flextime for those who want it.

Flextime affords your employees the opportunity to divide the workspace environment between home and work. Your workers will be able to complete all of their work, yet still have time to go to the dentist or take their children on the school field trip.

84 Promote telecommuting company-wide.

Since your physical space is your #2 expense, trailing only behind employee costs, it stands to reason that this is a place you can seek out savings. While telecommuting is not traditional, many of your employees will jump at the opportunity to work from home, at least part of the time. And everyone reaps the rewards--the typical business stands to save \$11,000 per person per year, while the telecommuters could save between \$2,000 and \$7,000. The total economic effect could be a **national savings of over \$700 billion each year!**

85 Provide adequate time off & encourage every individual to take it.

Everyone needs time away from work to regroup. Ensuring your employees take time off means you have a refreshed, ready to work team.

86 Let parents be parents.

Any of you with children can attest to the fact that--things come up. Children get sick and have school functions. Life is short--don't be the one standing in your teammates' way of raising their children. After all, the children of today are our workforce of tomorrow.

87 Set priorities for all work.

By having a prioritized list of assignments, you ensure there is no room for miscommunication. And remember, your goal should be to help them accomplish their goals.


88 Limit how often employees take work home.

While it is great to have dedicated workers on your team, the typical workaholic experiences higher levels of stress and anxiety. Burnout is the body's complex reaction to ongoing stress and is a physical, mental, and emotional response. A person who is overwhelmed, overworked, or burned out is not only less effective in his/her job, but also is at risk of serious depression that can threaten every aspect of their lives. **So, encourage hard work, but also encourage your workers to strike the proper work-life balance.**

In order to attract and retain desired talent, companies are realizing they must provide their employees numerous workspace options.

As a result, many are adopting a telecommuting policy. FMs must redefine their workspaces accordingly. Rather than giving each employee his/her own permanent space, many companies have come up with a new approach - hoteling.

Instead of a permanent seat, workers have the ability to move around from place to place, floating in whatever direction is convenient that day. Here are a few strategies to help you capitalize on this new, innovative concept.



Going that extra mile ensures your employees have trust and faith in you.

6 Hoteling Strategies

89 Get your office in order first

While this free space may make you anxious to get started on your hoteling efforts, **Facility Innovations** encourages that you make sure your own office is in order first. Organize your files, ensure everyone has the collaborative and individual spaces they need to be productive and ensure your technology is in working order. Then, focus on how best to utilize this newly opened space.

90 Put your support team to good use

Should you have questions as how best to proceed with your hoteling strategy, reach out to assistants and department heads that frequently make organizational decisions. **Never be afraid to ask for help.**

91 Prepare for the worst, plan for the best

Rather than organizing your efforts around how your company runs from one day to the next, consider the bigger picture. Factor in seasonal demands and prepare for the worst-case scenario. That way, when an issue arises (and they will) you will be equipped to handle it.

92 Rise to the challenge when issues come up

As the FM, it is your duty to ensure your workers are happy and productive. When a problem arises, go out of your way to mend the problem. Going that extra mile ensures your employees have trust and faith in you.

93 Acknowledge how these changes affect staff members

Remember our discussion regarding the 4 generations that exist in today's workforce? Hoteling is a rather new concept and, therefore, will be resisted by some employees. Recognize the efforts and sacrifices your individuals make to enhance the bottom line. This is, after all, a team effort.

94 Implement the latest technology

Your hoteling efforts will likely cause a shift in how you work as the facility manager. While you are directly affecting the company's bottom line, there are now even more details you must keep up with. Implement an integrated workplace management system to not only enhance your efforts, but also **provide your employees mobile access to real-time data**.

Introducing OpenSpace

OpenSpace allows your workforce to reserve the type of space they need when they need it resulting in **better use of your space assets** and **more flexibility for your workforce**. OpenSpace is a room reservation app that provides the ability to reserve any type of space via your smartphone, tablet or desktop.



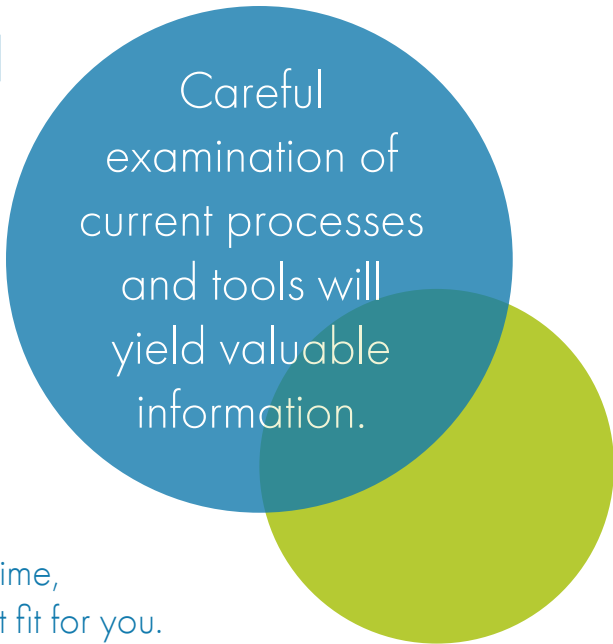
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20 Tips For Tackling Your Technological Needs

Technology--there is no way to avoid it. In fact, you shouldn't want to avoid it, but rather embrace it. It is everywhere and it is what WE do.

So of course we are going to give you some tips on how you can better utilize technology, specifically facilities management software.

We at iOffice will be the first to tell you that we may not be right for every company. If you don't want to save money or time, or don't care about data, then we are definitely NOT the right fit for you.



Careful examination of current processes and tools will yield valuable information.

First, lets identify IF facilities management software is right for you.

There are steps you can take to help make this determination.

95 Start with a detailed list of both short and long term goals.

This will provide valuable information in determining what software modules are the **right solution for you**.

96 Comprise a detailed list of questions:

Is the software specifically designed for my industry? For example, you wouldn't want to use IT software to manage your service requests, as the analytics will not provide you the data you want.

- Does it include features and functionality that can enhance operations/facilities?
- Does the software have a reputation for performance and reliability?
- Will the software scale as my business grows?
- Can the vendor provide references from satisfied users?
- Will the vendor provide ongoing support or do I need to hire a consultant?

97 Talk to your various departments and identify their most critical issues and needs.

A few items you will want to address are:

Space Statistics

How is the space currently utilized? What is working and what issues need to be addressed? How efficient have workspace changes been handled in the past?

Service Request Tickets

How many service tickets are completed. Obtain details for daily, weekly, monthly and yearly service requests? How quickly are these handled once received? What is the process for handling and how efficient are those processes?

Inventory Your Resources and Assets

This inventory will provide you a better understanding of your company's resources and assets, ensuring you do not spend unnecessary dollars on items you already have, or whose life could be extended through proper, regular maintenance.

This information will help guide you in **how efficient your current processes are** and where the emphasis will lie, should you decide to adopt new processes. Once you have determined FM software will help you in ROI maximization, this information will also provide critical information in **tracking your future ROI**.

Careful examination of current processes and tools will yield valuable information as to whether FM software is a good fit. Include the following considerations in your decision process.

98 Identify the business tools you already use.

How will new software implementation affect your current processes and technical support? Collaborate with IT and HR when exploring this subject. Does your IT department have the capability to integrate with this new software and what would be the server infrastructure requirements? What is the SaaS policy and determine what your best option is to ensure this policy is not an issue.

99 Is your workforce ready for this change?

Managing such a huge undertaking will require the entire workforce's involvement on some level. Be mindful of the fact that change does not come naturally for everyone. How your employees handle change, as well as new technology, will play a major role in the success of this campaign. How will your IT department tackle these changes? Who conducts the training for this systems software-how long will it take and how difficult is it to learn? Do you have at least one person who has the time and ability to learn this new tool and train everyone else?

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Take special care in ensuring your entire organization has the ability to adopt these new processes or your goal of maximizing ROI will fall short.

If you are still unsure as to whether or not FM software is right for you, our blog [Is My Company Ready For Facilities Management Software](#) provides an in-depth look at every aspect you should consider. Once you have considered these questions and determined if you are ready, you need to identify the right software for your organization.

Aside from the standard questions, as to whether the software has the modules and features you need, here are 7 key points you will need to consider.

100 Integration

The FM system you ultimately choose should be one that easily and economically interfaces with your currently installed systems.

101 In-house support and training

Find out what type of training you will receive, both during and after implementation. Is this included in the price and, if not, how many additional fees are associated with this?

102 Configurability

While approximately 80% of your needs will be met with an out of the box solution, roughly 20% will need to be customized to your organization. Ensure the software company you align yourself with can **fulfill all of your needs**.

103 Upgrades

As with any technological tool, upgrades are inevitable. How these upgrades are administered and what the costs are behind them is a critical piece of information. Seek to partner yourself with a software company that **offers flexibility** regarding the updating process, as well as a reasonable fee schedule.



Social Media Tips: Using Technology

Use social technology to communicate – One of the perks of social media is a majority of business professionals are connected and actively engaged. Use this as an additional tool to complement your current email and newsletter efforts. Reach more associates with real-time information to keep your organization on track. The more visibility you give a message, the higher the chance those you wish to reach will actually see it.

104 Modular vs. Bundling

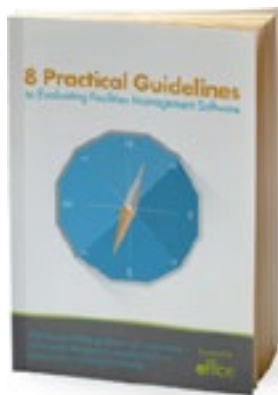
With your successes will come growing and changing needs. Your software needs today could be dramatically different than one year from now. Many software companies require you to purchase a bundled package, filled with features you don't need. Create a system that is too complex, bogged down with useless tools, and your employees will abandon the entire software platform. Beware of bundling and seek out a modular system, which can change with your existing needs.

105 Pricing Transparency

Many companies create a basic fee schedule, with none of the bells and whistles. Once you create the package that is right for you, companies find the final cost is well over their planned budget. Look for a company that is **honest and up-front with their pricing**, so that there are no surprises later. Just in case you are interested, iOffice publishes its [pricing on-line](#) so you can be sure there will be no shocking fees on your invoice.

106 Mobility

The percentage of our workforce that is on the go has increased drastically over the last decade. Therefore, mobility software is more critical than ever. Consider this growing need when working with a software company, ensuring they have the ability to meet your mobile needs. While these are the key points you need to inquire about, there are other aspects you should consider as well. **For a more in-depth look on this subject, download our ebook [8 Practical Guidelines to Evaluating Facilities Management Software](#).**



8 Practical Guidelines to Evaluating Facilities Management Software

With the use of these guidelines, your organization will be better equipped for weighing all of your options while evaluating FM software.

Learn More



Now that you have made your choice, you may feel the hard part is over.

Statistics indicate that 50% of all software implementations fail for one reason or another. At iOffice, we have a 100% success rate! Let's take a look at a few tips that will ensure your implementation is a success.

8 Tips To Ensure Your Implementation Doesn't Fail

107 First and foremost, choose the right solution

We have provided you with the knowledge to determine what you need in a software solution. With some careful planning and asking the right questions, you can be sure you have everything you need to accomplish your company's goals.

108 Involve all the right people from the beginning

While it is fairly common for the final implementation decision to come from the top executives, you must engage the entire team to ensure success. You stand to avoid implementation and operational issues by consulting with those who will be utilizing the tools on a daily basis. Consult with HR, IT, sales, customer service, etc.--you will gain a clearer understanding of current tools that are being utilized, as well as feedback on those tools and how they can be improved. Fully understanding a department's current workflow ensures a seamless melding of the current systems with the new IWMS.

109 Communicate expectations to your team as well as the software vendor

As previously discussed, you must maintain a solid relationship with your entire team, as well as the vendor, to make this project a success. If everyone is on the same page regarding your goals, as well as the steps involved in this process, you reduce the number of surprises (there will surely be a few).



Social Media Tips: Using Technology

Praise your employees publicly on social media – Everyone wants to be bragged on, especially when their friends and co-workers can see it! With permission, share big accomplishments or goals achieved on your social sites. It's just one more thing you can do, free of charge, that shows your hard workers you notice what they do.

110 Resist scope creep

To avoid scope creep, clearly define, document and control the project's objectives from beginning to end. Otherwise, the entire implementation could go up in smoke.

111 FMS is not going to be your magical solution

You must have proven processes in place. Remember when the office rolodex was a staple on everyone's desk? Then, smart phones came along. Your contacts didn't just automatically transfer to your phone when you purchased it--you had to devise a system to efficiently transfer your data. You face the same challenges when implementing FM software, just on a much broader scale. Ensure you have the right plan in place before starting the initial implementation process. Seek out guidance from IT and your vendor--it will prove to be an invaluable tool.

112 Train, train, train

FM Software is a tool designed to help your team increase productivity and efficiency. To gain those benefits, users must clearly understand the tool's capabilities, how it works, and how they can best use the software in completing their daily tasks. A solid relationship with the software vendor, as well as continued support after implementation is complete, is the very foundation of this process.

113 Remember Mobility

Leaving the office used to mean being out of pocket and unavailable, for the most part. This is no longer the case. In fact, most of your workers prefer to be connected, either through e-mail or other newer platforms. Consider implementing these advancements in your office design to maximize your workers with minimal restrictions.

114 Post implementation management

Once the system has been implemented and is fully operational you will want to make sure that the system continues to run at peak efficiency. Schedule post implementation calls to ensure your people have the tools, motivation, training, education and software to carry out their jobs.

With so many advancements in our “traditional” working environment, the job of a FM can be more challenging than ever before.

From choosing the right candidate to fill a position, to selecting the proper software to accommodate a client’s needs, a successful FM will have a game plan for daily tasks as well as the critical needs of special situations. The strategies and organizational structuring previously discussed will be key to helping you create or refine your game plan.



Why Choose iOffice Over The Competition eBook

Want to know what makes iOffice different than other IWMS providers? We take an indepth look at the other guys and show you "Why Choose iOffice Over The Competition?"

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