

IFMA CHAPTER EDUCATION

LEADERSHIP AND MANAGEMENT – AN IFMA COMPETENCY COURSE

(One of the courses required for the IFMA FMP Credential)

28th and 29th November 2008

To be held at RICS, Room 1804, Hopewell Centre, 183 Queen's Road East, Wanchai



Want to establish a best-in-class FM operation or learn how to build one from the ground up? Are you creating a new FM department? Have you been asked to take over an existing FM department? Do you simply want to assess your current operation and find out how to make it better? People, places and processes can help you build the type of FM department that's right for your organization. This competency area presents the FM as a planner, organizer, leader, coordinator, and evaluator. The following skills are reflected in the day-to-day activities of the facility manager.

This is an on-site training course offered by the Hong Kong Chapter of IFMA, bringing you a variety of benefits including:

- Learn planning and organizing the facility function
- Learn managing personnel assigned to the facility function.
- Learn administration of the facility function.
- Learn managing the delivery of facility services

Your trainer for this course will be Ir. Dr. John D. Gilleard, a Fellow of IFMA and an IFMA Approved Instructor. John taught for many years the Facility Management and received IFMA's prestigious 'Educator of the Year Award' in 1998.

For full details of the course go to the IFMA web site www.ifma.org.hk/education.html and click the link for [course info](#).

This is an IFMA FM Competency Course providing 1.5 Certified Education Units (CEUs) towards CFM renewal and 1 FMP Credits in Area 4 towards the FMP credential.



See page 3 for the course cost and enrolment form