



Facilities

Management

Learn the techniques used by leading facility managers to create a safe, cost-effective and employee-friendly environment

What you'll learn:

- The nuts and bolts of facilities management — HVAC, lighting, electrical, plumbing, security, grounds maintenance, building envelope, building systems and more
- How to stay ahead of maintenance and repair issues to prevent them from becoming major problems
- Risk and disaster planning: the latest information and best strategies for keeping your facility safe for employees and visitors
- How to apply the most recent findings in ergonomic research to meet facility and employee needs
- Guidelines for evaluating proposals and bids to determine which contractors to hire
- Project management skills for ensuring construction and relocation projects run smoothly

Discover the latest tools, techniques and strategies for operating and maintaining any type of facility

Register today for this exclusive once a year seminar



EXPRESS CODE

912055

- Enroll Today
- pryor.com

 FRED PRYOR SEMINARS

This course qualifies for CPE credits.
See details on page 7.

Finally...

Join us at this two-day comprehensive course, and you will receive valuable answers, proven formulas, great ideas and new approaches for solving your toughest facilities management issues.

A course for

FACILITY MANAGERS

addressing the challenges, difficulties and dilemmas of this demanding position!

Facilities management requires a broad range of proficiencies, from an understanding of engineering and project management to a knowledge of architecture, construction, ergonomics and environmental planning. In addition, facility managers must possess leadership qualities, superior organizational abilities and effective communication and negotiation skills.

It's no wonder your position is stressful at times! It's not easy to keep up with the everyday demands of running your facility, handling employee concerns and complaints, negotiating with contractors and staying current with ever-changing safety issues and specifications. Add new construction, relocation or expansion projects to the mix, and there aren't enough hours in the day to stay on top of it all.

Become a more effective facility manager

IN JUST TWO DAYS

of concentrated, results-focused training!

In this two-day workshop, prepare to roll up your sleeves and dig in as you master techniques, tools and new strategies to make your job easier. We'll cover tough questions on a variety of facilities management "hot buttons:" OSHA requirements, safety issues, risk/security plans and more. We'll introduce time management tools to help you get a handle on your day-to-day priorities. You'll find out how other facility managers at top organizations solve problems, deal with crises and handle complaints. You'll learn how to put an emergency plan in place. And you'll discover how to decrease your stress levels as you run your facility more efficiently — without putting in longer hours.

Register online at www.pryor.com now to reserve your seat!

Best Practices

This course is based on

BEST PRACTICES from top facility managers around the country.

Hundreds of hours of research, study, planning and fine-tuning go into the production of each of our seminars and this one is no exception. Our course developers have looked at facilities management in organizations across the country and analyzed their processes, systems and approaches. This workshop reflects the latest findings and best practices in facilities management today and addresses the up-to-the-minute issues that make this field so difficult to stay on top of. You'll get tips, tools and strategies proven to work in real-world situations as you learn from case studies and the experience of other facility managers. This course is comprehensive, in-depth and packed with need-to-know information you can use as soon as you return to your office. *Don't miss your chance to attend!*

LEARN FROM EXPERTS who know the business.

Some seminar leaders are chosen for their speaking ability and communication skills alone, but our speakers are proven experts in their fields. This means our instructors have experience in facilities management and can share their knowledge and real-life skills with you.

Lively discussion, fascinating case studies and activities are all part of the process, and your trainer is skilled at using the latest adult learning techniques to ensure you grasp the most difficult concepts with ease.

GET ONBOARD for two intensive days of hands-on, in-depth, need-it-now information — no boring lectures here!

“Book learning” and lectures don't hold a candle to hands-on learning. This course is built around solutions proven to be successful in the real world of facilities management, and it's a fast-paced forum for putting new insights and ideas into action.

Another great bonus to think about: You'll spend two days in the company of your peers — facility professionals just like you with whom you can tackle problems, network and share those in-the-trenches tales!

COURSE

FACILITIES **DAY ONE** MANAGEMENT

Establish your role as a facility manager

- The characteristics of a successful facility manager and how to adopt them as your own
- How facilities management affects the mission of a business
- The leadership skills critical to your job as a facility manager
- Why you must apply the principles of ethical leadership to your position
- Tips for marketing your facility strategies internally: how to get the rest of the company onboard with your goals
- Ways to make sure your facility and staff earn respect from users

Explore the nuts and bolts of facilities management

- When outsourcing should be used and when it is best to use in-house services
- How to become familiar with the different types of service organizations and learn to choose providers wisely
- HVAC, security, grounds, cleaning, power and lighting: what you need to know to provide exceptional service in each of these critical areas
- “Attractive nuisances:” a surprising look at how many are on your facility’s grounds right now
- Tips for grounds maintenance to keep your facility in tip-top shape all year long
- Two basic strategies for forecasting future space needs for your organization

Create a comfortable and efficient work environment for your facility’s users

- When space is at a premium: how to “create” more space, manage it and keep employees comfortable
- The space-standards, sketch, analytical and comparison methods for determining conventional office space standards
- How to make sure you are meeting or exceeding shared space requirements
- The eight types of CAFM software packages and which one best meets your needs
- Chairs, workstations, computer monitors and keyboards: how ergonomics affect worker health and safety
- Seven strategies for supporting and maintaining an ergonomic workplace
- An overview of ADA standards and the key components to space layout and construction

RESERVE YOUR SEAT NOW!

Register online at
www.pryor.com

Content

FACILITIES **DAY TWO** MANAGEMENT

Take on the realities of finance, budgeting and cost control

- Five basic financial concepts and how they apply to facilities management
- The four stages of business activity — why it's critical you understand their impact on your department
- The role of facilities management in assessing corporate value
- How to estimate costs and create a budget you and your staff can live with
- Three elements you must have in place to create a realistic, workable budget
- How to slash costs and save money without sacrificing quality or service
- Ways to use and compare the three formulas that measure overall financial performance
- How to evaluate proposals and bids to make sure you're getting the most for your money
- What you need to know to build a good working relationship with contractors
- Two approaches for writing contract specifications
- How to negotiate assumption of risk by the contractor

Ensure your construction and relocation projects come in on time and on budget

- The four basic components in the project delivery cycle
- The six phases of the project delivery process and how decisions made in each influence all of the phases that follow
- Project management tips to help you stay organized and on top of critical details
- How to create a flow chart to map your project from initial talks to completion
- Why you must be able to differentiate between project management and strategic planning

Find the best approach to facility and space acquisition

- Buy vs. lease: when it is more advantageous to buy and when leasing makes more sense
- How to use the buy vs. lease analysis to determine what's right for your organization
- The important difference between lease administration and property management
- Red flags to watch for when it comes to leasing contracts
- How to put the four characteristics of a proper lease management system in place
- A lease analysis checklist you can take home and use to make informed decisions

Improve your facility operations, maintenance and performance

- How to put an effective hazardous waste program into place at your facility
- OSHA compliance rules and regulations facility managers should know
- Five essential elements of an effective disaster recovery plan
- How to assess your facility's risk and capacity to react immediately to a variety of threats
- Emergency procedures and drills your facility users must become familiar with
- Ways to ensure your building and grounds are as tightly secured as possible
- How to put a maintenance and repair system into place to help you address minor problems before they become major issues
- Energy management: what you need to know to keep costs low and productivity high

Is this course for you?

Learn the techniques used by leading facility managers to create a safe, cost-effective and employee-friendly environment.

YES, if you are:

- **Looking for new ways** to cut cost and streamline operations
- **Frustrated** by unsuccessful negotiations with contractors and outsourcers
- **Overwhelmed** by the day-to-day crises that are part of your job
- **Concerned** about getting your emergency and risk management procedures up to speed
- **Responsible** for setting up and overseeing a new construction project at your facility
- **Preparing** for a major relocation

If you have questions,

WE HAVE THE ANSWERS!

- I am about to start a construction project within my facility, and I'd like to know what ISO 9000 standards I need to follow. What is the best project management approach for ensuring everything gets completed on time and up to standard?
- I am interested in setting up an emergency evacuation plan for my facility's employees. What plans or procedures should I follow to do this most efficiently?
- What are the best ways to respond to employee complaints regarding air quality and air temperature?
- How should I budget for new staff in the coming year? Is there a certain "ideal" number of employees I need to handle a specific size and type of facility?
- How can I determine the correct amount of space needed by employees for offices, cubes and other worktable configurations?
- What criteria should I look at when evaluating bids? I am tempted by the lower numbers but wary of shoddy work or incomplete jobs. How can I weed out those too-good-to-be-true offers?
- Am I overlooking cost-cutting measures that might help me allocate more funds to areas like staff training and new hires?



All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this workshop will provide you with tips and techniques you need to create a safe, cost-effective and employee-friendly environment. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your conference attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — **hassle-free.**

REGISTRATION INFORMATION

Enroll Today! Hurry, our seats fill fast. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.
Program: 9:00 a.m. – 4:00 p.m.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Units (CEUs)

Fred Pryor offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 12 CPE credits.

Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU or CPE credits, please visit www.pryor.com/certificate. Certificates will be available 10 days after your event has ended.

Update Your Contact Information!

Simply make corrections to the mailing label on the back page of this brochure. **Mail** corrections to P.O. Box 413884, Kansas City, MO 64141-3884 or **fax** to 913-967-8842. We'll change our records for the very next update. Thanks!

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Facilities

A TWO-DAY
COMPREHENSIVE
COURSE

Management

Learn the techniques used by leading facility managers to create a safe, cost-effective and employee-friendly environment:

- Discover cost-cutting strategies you can put into practice immediately
- Analyze your building's security to strengthen weak links
- Develop space recommendations based on specific formulas and forecasting tools
- And much more!

Enroll Today!



Call
1-800-556-2998



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913-967-8849



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www.pryor.com



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- Mail your registration form!



YES!

I want to learn the latest techniques in **Facilities Management**. Enroll me today!
Group discounts available; see page 7 for details.

SEMINAR

Seminar City: _____

1

Seminar Date: _____ City Event #: _____

YOUR ORGANIZATION

Organization: _____

2

Address: _____

City: _____ St: _____ ZIP: _____

Tele: _____ Fax: _____

Approving Mgr's Name: Mr. Ms. _____

Job Title: _____

Email Address: _____ Business Home

Quick Confirmation Please email or fax my confirmation to me within 48 hours.

WHO WILL BE ATTENDING

Mr. Ms. _____

3

Job Title: _____

Email Address: _____ Business Home

Mr. Ms. _____

Job Title: _____

Email Address: _____ Business Home

Please list additional names on a separate sheet.

METHOD OF PAYMENT

4

Important: Send your payment now. Tuition is due before the workshop. Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6.5%) and West Virginia (6%).

Please check one of the following:

1. Registration fee enclosed. Check # _____ Amount \$ _____

2. Our Purchase Order is attached. P.O. # _____

3. Bill my organization. Attention: _____

4. Charge to: AmEx Discover MC Visa Exp. Date: _____

Acct. #: _____

Card Holder's Name: _____

Tax-Exempt #: _____

Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.

REGISTRATION FORM — FACILITIES MANAGEMENT