

Facilities change agents: How to cope with changing demographics



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Overview



- ❧ Customer expectation changes
- ❧ Leadership requirement changes
- ❧ Team member changes

How customer expectations will change

- ❧ Results immediately with good communication
- ❧ The same or better results at the same or lower cost
- ❧ Keeping the environment in mind with all areas of Facilities
- ❧ The face of expertise is changing: People will expect to speak with younger people

Leadership changes on the horizon

- ❧ Team leaders will have to have good communication skills
- ❧ Team leaders will have to be very good at different types of software programs
- ❧ Team leaders will need to know many different methods to accomplish the same task
- ❧ Team leaders will be expected to train up-and-coming, younger facilities professionals

Anticipated changes in team members



- ❧ Much more training for different types/methods of work
- ❧ Much more training in different software programs
- ❧ Better tools including IT type equipment
- ❧ Requirement to be technologically savvy
- ❧ Better skills in communication
- ❧ Better skills in tracking time on task
- ❧ Be more modular in ways of working
- ❧ Expect younger faces, younger hires

Summary



- ❧ Customer expectation changes
- ❧ Leadership requirements changes
- ❧ Team member changes

Questions / Comments?



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