



IFMATM

International Facility Management Association

Empowering Facility Professionals Worldwide



Attaining Success in Academic Facility Management through IFMA's CFM certification



FBPTA-Aligned

Schedule
Contract GS-02F-0133V



The International Facility Management Association has been accredited as an Authorized Provider by the International Association for Continuing Education



Meet the Presenters

Hosts:



Vanessa Koller
Components Liaison | IFMA



Carrie Dahl
Credentials Coordinator | IFMA



Karina Elizondo
Credentials Coordinator | IFMA

Presenters:



John Rimer, CFM
President / FM360



Patti Stilson, CFM
*Director of Building Services/
Georgia State University*



Lisbeth V. Wyatt, CFM
*Director of Operations/
Vanderbilt University*

What We'll Cover Today

- Introductions
- What is the CFM[®] Credential?
- CFM Success Stories from FMs in Academic Facilities
- CFM Exam Preparation Options
- Q&A



Founded in 1980, IFMA is the world's largest and most widely recognized international association for facility management professionals.

- Mission: Advance the facility management profession globally by providing exceptional services, products, resources and opportunities.
- IFMA offers three global credentialing programs for FM professionals: FMP[®], SFP[®], CFM[®]

IFMA Members Worldwide



24,000+ members

94 countries

130 chapters

17 industry-specific councils



The Academic Facilities Council offers resources for all levels of educational facilities as well as opportunities for vendors who provide a product or service to educational facilities.

- Spring and Fall Conference
- Spring Golf Tournament
- Webinars
- Quarterly Newsletter
- Sponsorship Opportunities

*Visit our website www.ifma-afc.org
for more information or to join the council.*

Meet the Presenters



John Rimer, CFM
Subject Matter Expert
President / FM360

Competencies that define the facility management body of knowledge



Certified Facility Manager[®]

- The premier FM certification for experienced professionals
- Competency-based certification



Sustainability Facility Professional[®]

- The leading credential for the development of sustainable FM strategies
- Knowledge-based certificate program



Facility Management Professional

- The must-have credential in facility management
- Knowledge-based certificate program



What is the CFM Certification?



*“The Most Respected Credential
in Facility Management”*

IFMA’s premier FM certification

- Certification vs. Credential
- Competency-based = Knowledge + Experience
- Comprehensive – Assesses 11 Core Competencies

The CFM assesses the ability to apply the body of knowledge gained through both knowledge and experience.

11 Core Competencies

- Operations and Maintenance
- Project Management
- Finance and Business
- Leadership and Strategy
- Environmental Stewardship and Sustainability
- Communication
- Emergency Preparedness and Business Continuity
- Human Factors
- Quality
- Real Estate and Property Management
- Technology



Earning the CFM is one of the most important career decisions FMs can make.

- **Distinguish yourself.** Stay competitive in today's job market.
- **Invest in your future.** On average, CFMs earn 25% more than noncertified facility managers.
- **Demonstrate your leadership and initiative.** It's not easy to achieve CFM status. The CFM designation is a tangible sign of your success and expertise.
- **Promote your department.** Market value to organization.
- **Advance your profession.** Elevate FM to a higher level within the global business community.



Value to Employer

- Competent Business Manager
- Trusted Advisor
- Impact Triple Bottom Line
 - Financial / Social / Environmental



The CFM Advantage. CFM status will distinguish you from peers, prepare you for advancement and enhance your credibility. Although no coursework is required to sit for the CFM Exam, a variety of preparation resources are available.

Who should pursue the CFM?

To be eligible to sit for the CFM Exam, applicants must meet eligibility requirements.

CFM Exam eligibility requirements	Years of FM experience	
	With the FMP	WITHOUT the FMP
Education		
Facility management master's degree or bachelor's degree from an IFMA Accredited Degree Program	3 years	3 years
Related bachelor's degree*	3 years	4 years
Non-related bachelor's degree or associate's degree	4 years	5 years
Some post-secondary education	5 years	8 years

**Related degrees include, but are not limited to: facility management, business, architecture, interior design, building construction, construction management, engineering and property management.*

How to Earn the CFM

Meet specific eligibility requirements.

Assess your readiness and prepare for the exam.

Submit your application through the IFMA website

Schedule and pass the CFM Exam



Meet the Presenters



Lisbeth V. Wyatt, CFM
Director of Operations, Plant
Operations
Vanderbilt University

Organizational Overview

- 144 buildings/332 acres
- 6,314,675 GSF
- 275 person unionized workforce
- University central; custodial services & maintenance zones
- Grounds maintenance; University, Medical Center and Children's Hospital

Why were you initially interested in the CFM credential?

I pursued the credential to validate that my knowledge and experience acquired throughout my military career were translatable to my new civilian career.

Lisbeth V. Wyatt, CFM
Director of Operations, Plant Operations
Vanderbilt University

I credit both IFMA and my newly acquired CFM credential at the time as one of the key factors that assisted me in being hired to my current position that I have held for the last 12 years.

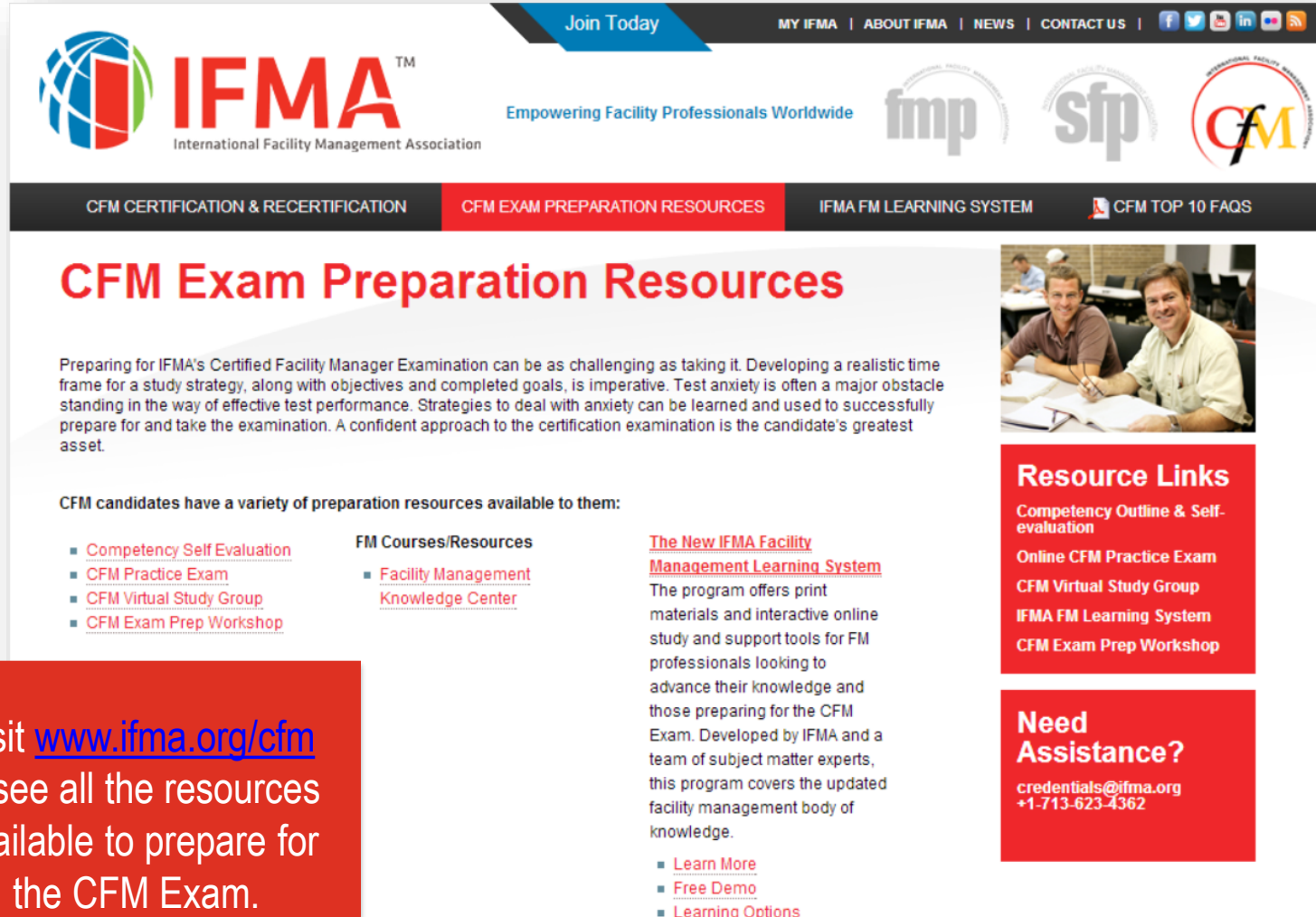
Do you have advice for other academic facility management professionals?

If you are in a position where you have direct reports at the manager level, mentor them and encourage them to become interested in the CFM. Credentials will not only enhance their knowledge, but it will also add credibility to their position as well as the organization as a whole.


Lisbeth V. Wyatt, CFM

Director of Operations, Plant Operations

Vanderbilt University




The screenshot shows the IFMA website's navigation bar with links for 'Join Today', 'MY IFMA', 'ABOUT IFMA', 'NEWS', and 'CONTACT US'. Below the navigation bar are logos for IFMA, fmp, sfp, and CFM. A menu bar highlights 'CFM EXAM PREPARATION RESOURCES'. The main content area features the heading 'CFM Exam Preparation Resources' and a paragraph about the challenges of exam preparation. It lists various resources available to candidates, including competency self-evaluation, practice exams, and a virtual study group. A sidebar on the right contains 'Resource Links' and 'Need Assistance?' sections.

Join Today MY IFMA | ABOUT IFMA | NEWS | CONTACT US | 

IFMATM Empowering Facility Professionals Worldwide
International Facility Management Association

fmp sfp CFM

CFM CERTIFICATION & RECERTIFICATION **CFM EXAM PREPARATION RESOURCES** IFMA FM LEARNING SYSTEM  CFM TOP 10 FAQs

CFM Exam Preparation Resources

Preparing for IFMA's Certified Facility Manager Examination can be as challenging as taking it. Developing a realistic time frame for a study strategy, along with objectives and completed goals, is imperative. Test anxiety is often a major obstacle standing in the way of effective test performance. Strategies to deal with anxiety can be learned and used to successfully prepare for and take the examination. A confident approach to the certification examination is the candidate's greatest asset.

CFM candidates have a variety of preparation resources available to them:

- Competency Self Evaluation
- CFM Practice Exam
- CFM Virtual Study Group
- CFM Exam Prep Workshop

FM Courses/Resources

- Facility Management Knowledge Center

[The New IFMA Facility Management Learning System](#)
The program offers print materials and interactive online study and support tools for FM professionals looking to advance their knowledge and those preparing for the CFM Exam. Developed by IFMA and a team of subject matter experts, this program covers the updated facility management body of knowledge.

- [Learn More](#)
- [Free Demo](#)
- [Learning Options](#)

Resource Links

- Competency Outline & Self-evaluation
- Online CFM Practice Exam
- CFM Virtual Study Group
- IFMA FM Learning System
- CFM Exam Prep Workshop

Need Assistance?

credentials@ifma.org
+1-713-623-4362



Resource Links

- Competency Outline & Self-evaluation
- Online CFM Practice Exam
- CFM Virtual Study Group
- IFMA FM Learning System
- CFM Exam Prep Workshop

Need Assistance?

credentials@ifma.org
+1-713-623-4362

Visit www.ifma.org/cfm to see all the resources available to prepare for the CFM Exam.

Exam Prep Options

IFMA FM Learning System[®]

The preferred study resource for the CFM Exam.

- **Comprehensive reading materials**

- Six books with approximately 1,500 pages of educational content.
- Provides an overview of the facility management body of knowledge.
- Organized according to 11 competencies tested on the CFM Exam.



- **Interactive online study tools**

- **SmartStudy Tool** helps you organize a study plan using your pre-test score and self-assessed comfort level.
- **Case studies** covering the competency areas.
- **Flashcards and glossary** to review key terms and definitions.
- **Progress reports** track activities and scores.
- **Resource Center** provides additional references.



- **Online testing tools**

- **Pre-test** to gauge initial knowledge and help focus studies.
- **Chapter-specific quizzes** reinforce concepts, with immediate feedback and correct answer rationales.
- **Post-test** gauges knowledge gained and helps identify areas requiring further study.
- **Experience the Exam** provides practice for a competency-based exam format.

SmartStudy Tool helps you organize a study plan.

- Build a customized study plan using your pre-test results
- Target your most challenging topics,
- Provide a framework and timeline to optimize your study time
- Stay on track as you prepare for the CFM

STEP ONE: Enter the following scores from your pre-test taken in the IFMA Facility Management Learning System.

Note: Your scores can be found under Reports: Pre-test/Post-Test Comparison.

Enter your **Communication** pre-test score (0% - 100%):

Enter your **Emergency Preparedness and Business Continuity** pre-test score (0% - 100%):

Enter your **Environmental Stewardship and Sustainability** pre-test score (0% - 100%):

Enter your **Finance and Business** pre-test score (0% - 100%):

Enter your **Human Factors** pre-test score (0% - 100%):

Enter your **Leadership and Strategy** pre-test score (0% - 100%):

Enter your **Operations and Maintenance** pre-test score (0% - 100%):

Enter your **Project Management** pre-test score (0% - 100%):

Enter your **Quality** pre-test score (0% - 100%):

Enter your **Real Estate and Property Management** pre-test score (0% - 100%):

Enter your **Technology** pre-test score (0% - 100%):


STEP TWO: Translate your Facility Management experience into a comfort level number.

Use a scale of 1-5, with 1 indicating the lowest comfort level and 5 indicating the highest comfort level.

For more information on the topics covered within each competency click [here](#).

Body of Knowledge	Comfort Level (1-5)
Communication	
Emergency Preparedness and Business Continuity	
Environmental Stewardship and Sustainability	
Finance and Business	
Human Factors	
Leadership and Strategy	
Operations and Maintenance	
Project Management	
Quality	
Real Estate and Property Management	
Technology	

1 Enter your pre-test scores



2 Assess your comfort level



SmartStudy Tool

3 Assess your gap analysis, find your largest gaps, rank them on the study outline

Gap analysis shows areas that need more attention.

Study outline allows you to rank the competencies that your analysis shows need more attention.

Pat's IFMA FM Learning System CFM SmartStudy Plan

IFMA Facility Management Learning System

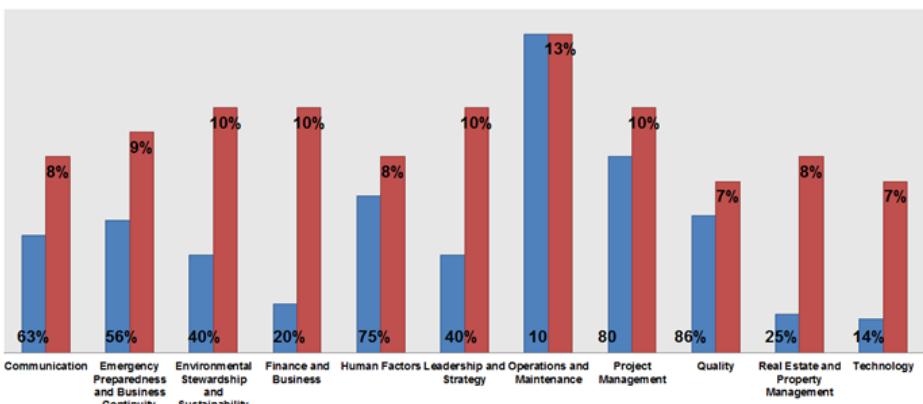
There are three factors you should consider when developing your study plan:

- 1) the weighting of each module on the CFM Exam,
- 2) your facility management knowledge and experience in each area, and
- 3) the amount of time you can dedicate to studying.

In the bar chart below, the **red** bar indicates the weighting of each competency on the CFM Exam. This is the percentage of questions from each competency area on the CFM Exam, so you can judge the relative importance of each area.

The **blue** bar represents your weighted comfort level score percentage (factoring in your pre-test score and experience) in relation to each competency. In other words, this percentage indicates how comfortable you feel about the content within that area based on the information you provided in this worksheet.

Competency Knowledge Gap Analysis



Competency	Weighting on CFM Exam (%)	User's Weighted Comfort Level Score (%)
Communication	8%	63%
Emergency Preparedness and Business Continuity	9%	56%
Environmental Stewardship and Sustainability	10%	40%
Finance and Business	10%	20%
Human Factors	8%	75%
Leadership and Strategy	10%	40%
Operations and Maintenance	13%	10%
Project Management	10%	80%
Quality	7%	86%
Real Estate and Property Management	8%	25%
Technology	7%	14%

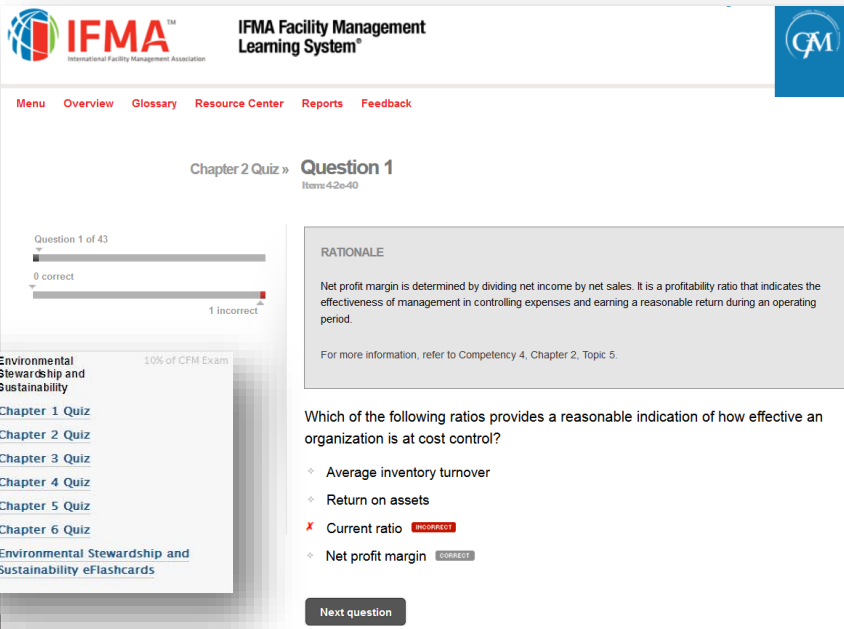
Study Finance and Business printed books (152 pages).	4 hours
Review Finance and Business questions from online learning center (4 chapter tests with 74 total questions).	1 hour, 30 minutes
Review flashcards for Finance and Business.	30 minutes
Study Human Factors printed books (136 pages).	3 hours, 45 minutes
Review Human Factors questions from online learning center (6 chapter tests with 76 total questions).	1 hour, 30 minutes
Review flashcards for Human Factors.	30 minutes
Study Leadership and Strategy printed books (136 pages).	3 hours, 45 minutes
Review Leadership and Strategy questions from online learning center (3 chapter tests with 79 total questions).	1 hour, 30 minutes
Review flashcards for Leadership and Strategy.	30 minutes
Study Operations and Maintenance printed books (136 pages).	3 hours, 45 minutes
Review Operations and Maintenance questions from online learning center (6 chapter tests with 69 total questions).	1 hour, 30 minutes
Review flashcards for Operations and Maintenance.	30 minutes
Study Project Management printed books (159 pages).	4 hours
Review Project Management questions from online learning center (5 chapter tests with 79 total questions).	1 hour, 30 minutes
Review flashcards for Project Management.	30 minutes
Study Quality printed books (138 pages).	3 hours, 45 minutes
Review Quality questions from online learning center (5 chapter tests with 73 total questions).	1 hour, 30 minutes
Review flashcards for Quality.	30 minutes
Study Real Estate and Property Management printed books (112 pages).	3 hours, 15 minutes
Review Real Estate and Property Management questions from online learning center (4 chapter tests with 71 total questions).	1 hour, 30 minutes
Review flashcards for Real Estate and Property Management.	30 minutes
Study Technology printed books (127 pages).	3 hours, 30 minutes
Review Technology questions from online learning center (6 chapter tests	

- **Case studies** covering the competency areas.
- **Flashcards and glossary** to review key terms/definitions
- 50-question **pre-test** gauges initial knowledge and helps focus studies.
- **Chapter-specific quizzes** reinforce concepts, with immediate feedback and correct answer rationales.
- 50-question **post-test** gauges knowledge gained and helps identify areas requiring further study.

Finance and Business eFlashcards 1 of 16

A monetary reporting system used to inform interested parties about a firm's business transactions.

Flip Card



IFMA International Facility Management Association
IFMA Facility Management Learning System

Menu Overview Glossary Resource Center Reports Feedback

Chapter 2 Quiz » **Question 1**
Items: 42a-40

Question 1 of 43
0 correct
1 incorrect

RATIONALE

Net profit margin is determined by dividing net income by net sales. It is a profitability ratio that indicates the effectiveness of management in controlling expenses and earning a reasonable return during an operating period.

For more information, refer to Competency 4, Chapter 2, Topic 5.

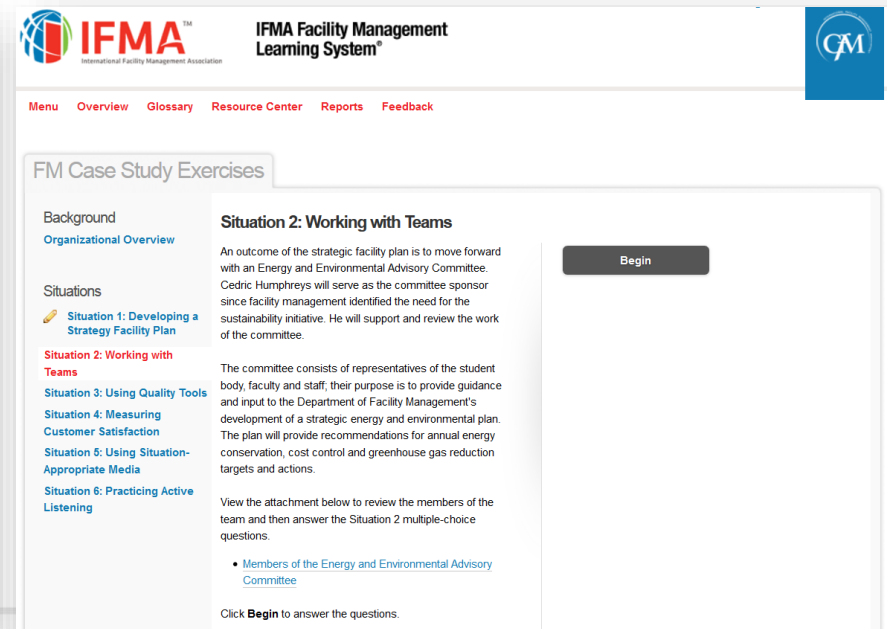
Which of the following ratios provides a reasonable indication of how effective an organization is at cost control?

- ◇ Average inventory turnover
- ◇ Return on assets
- ✗ Current ratio **INCORRECT**
- ◇ Net profit margin **CORRECT**

Next question

3 Environmental Stewardship and Sustainability 10% of CFM Exam

- Chapter 1 Quiz
- Chapter 2 Quiz
- Chapter 3 Quiz
- Chapter 4 Quiz
- Chapter 5 Quiz
- Chapter 6 Quiz
- Environmental Stewardship and Sustainability eFlashcards



IFMA International Facility Management Association
IFMA Facility Management Learning System

Menu Overview Glossary Resource Center Reports Feedback

FM Case Study Exercises

Background
Organizational Overview

Situations

- Situation 1: Developing a Strategy Facility Plan
- Situation 2: Working with Teams**
- Situation 3: Using Quality Tools
- Situation 4: Measuring Customer Satisfaction
- Situation 5: Using Situation-Appropriate Media
- Situation 6: Practicing Active Listening

Situation 2: Working with Teams

An outcome of the strategic facility plan is to move forward with an Energy and Environmental Advisory Committee. Cedric Humphreys will serve as the committee sponsor since facility management identified the need for the sustainability initiative. He will support and review the work of the committee.

The committee consists of representatives of the student body, faculty and staff; their purpose is to provide guidance and input to the Department of Facility Management's development of a strategic energy and environmental plan. The plan will provide recommendations for annual energy conservation, cost control and greenhouse gas reduction targets and actions.

View the attachment below to review the members of the team and then answer the Situation 2 multiple-choice questions.

- Members of the Energy and Environmental Advisory Committee

Click **Begin** to answer the questions.

Begin

FM Learning System – Learning Options

Individual Self-Study Program

- Study where and when your schedule allows

Instructor-Led Courses

- Combine self-study materials with expert instruction
- Discuss topics with your peers
- Classes offered by IFMA, colleges/universities, chapters

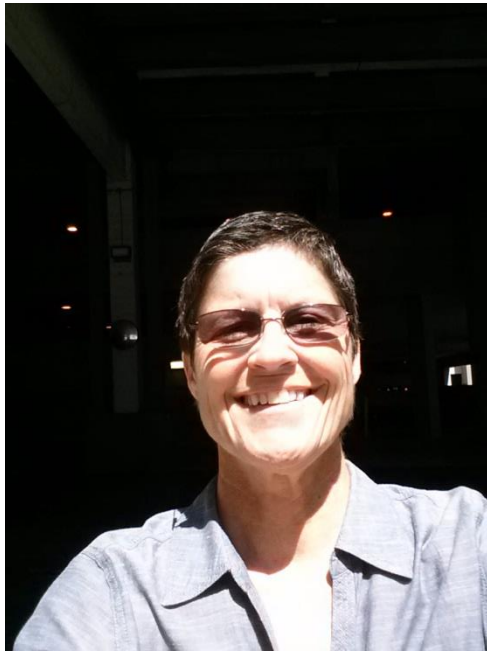
Corporate/Group Delivery

- Volume discounts for 2 or more
- Choose self-study or instructor-led format
- Track group progress

CFM Exam Prep Workshop

- 1-day workshop to review the overall methodology of the exam and practice applying FM knowledge in a competency-based exam.
- Review exam-taking skills and strategies lead to success on the CFM Exam
- Attendees are expected to have the necessary knowledge of the competencies tested on the CFM Exam when attending this workshop.
- **Offered through IFMA or contact your local IFMA Chapter for more details.**

For more information, visit www.ifma.org/cfm



Patti Stilson, CFM

Director of Building Services and
Interim Director of Sustainability,
Georgia State University

Organizational Overview

- Manage 160 staff
- Custodial, grounds, recycling, events, sustainability
- 58 buildings on main
- 3 satellite campuses

Why were you initially interested in the CFM credential?

I was initially interested in the CFM because I knew, in order to move to the level of my facilities career, I needed to learn about all the FM competencies in greater detail.

Patti Stilson, CFM
Director of Building Services
Interim Director of Sustainability,
Georgia Statue University

What results came from your CFM certification and/or FM Learning System exam prep training?

The FM Learning System is a complete study preparation package that allows the user to move through the material in a methodical way in order to gain a thorough understanding of the material, vocabulary and finally the test-taking procedure.

Patti Stilson, CFM
Director of Building Services
Interim Director of Sustainability,
Georgia Statue University

What challenges were your facilities facing and what was your solution?

In my position as Director of two departments, my role changes throughout the day. Having the knowledge of the CFM gives me a better foundation from which to address responsibilities and issues as they change/arise. I can be better prepared to plan ahead as well.

Patti Stilson, CFM
Director of Building Services
Interim Director of Sustainability,
Georgia Statue University

Webinar Special Offer

Save US\$100!

Order FM Learning System by **November 30, 2014** and provide discount code **AFC1114** upon checkout to save!

Order online at www.ifma.org/cfm or call +1-651-256-2822.

PRICING	Individual Course
IFMA Member	US \$895
Non-Member	US \$1,195

Join IFMA and Save!

By joining IFMA, you'll save up to US\$300!
The cost of membership is only US\$271!

Volume/Group Discounts

Save on orders of 2 or more full 4-course kits!



IFMATM

International Facility Management Association

Empowering Facility Professionals Worldwide

Questions?

Please submit your questions through the chat box on the right-hand portion of your webinar screen.

Contact Information

Learn more at:

www.ifma.org/cfm

Or contact us directly:

**AFC Council
Questions**

Vanessa Koller

Vanessa.Koller@ifma.org

+1-281-974-5643

**Council/Chapter
Questions**

Carrie Dahl

Carrie.Dahl@ifma.org

+1-651-905-2644

**Corporate/Group
Questions**

Beth Fasching

Beth.Fasching@ifma.org

+1-651-905-2608

John Rimer, **CFM**

President & Founder, Facility University

"Where Facility Professionals Come to Learn"

<http://facilityuniversity.com/>

**For questions regarding the CFM Exam
and Application, contact**

Rhonda Hager, IFMA Credentials Manager

Email: rhonda.hager@ifma.org

Phone: +1-281-974-5632