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

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 FM 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®
About AFC

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
IFMA’s Global Credentials

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

Competencies that define the facility management body of knowledge
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.
Benefits of the CFM

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

<table>
<thead>
<tr>
<th>CFM Exam eligibility requirements</th>
<th>Years of FM experience</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>With the FMP</td>
</tr>
<tr>
<td>Facility management master’s degree or bachelor’s degree from an IFMA Accredited Degree Program</td>
<td>3 years</td>
</tr>
<tr>
<td>Related bachelor’s degree*</td>
<td>3 years</td>
</tr>
<tr>
<td>Non-related bachelor’s degree or associate’s degree</td>
<td>4 years</td>
</tr>
<tr>
<td>Some post-secondary education</td>
<td>5 years</td>
</tr>
</tbody>
</table>

*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.

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.

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

Visit [www.ifma.org/cfm](http://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.

<table>
<thead>
<tr>
<th>Body of Knowledge</th>
<th>Comfort Level (1-5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td></td>
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<tr>
<td>Technology</td>
<td></td>
</tr>
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**1. Enter your pre-test scores**

**2. Assess your comfort level**
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.

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<table>
<thead>
<tr>
<th>Study Topic</th>
<th>Time</th>
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<tbody>
<tr>
<td>Study Finance and Business</td>
<td>4 hours</td>
</tr>
<tr>
<td>Review Finance and Business</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Review flashcards for Finance and Business</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Study Human Factors</td>
<td>3 hours, 45 minutes</td>
</tr>
<tr>
<td>Review Human Factors</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Study Leadership and Strategy</td>
<td>3 hours, 45 minutes</td>
</tr>
<tr>
<td>Review Leadership and Strategy</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Study Operations and Maintenance</td>
<td>3 hours, 45 minutes</td>
</tr>
<tr>
<td>Review Operations and Maintenance</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Study Project Management</td>
<td>4 hours</td>
</tr>
<tr>
<td>Review Project Management</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Review flashcards for Project</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Study Quality</td>
<td>3 hours, 45 minutes</td>
</tr>
<tr>
<td>Review Quality</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Study Real Estate and Property</td>
<td>3 hours, 15 minutes</td>
</tr>
<tr>
<td>Review Real Estate and Property</td>
<td>1 hour, 30 minutes</td>
</tr>
<tr>
<td>Study Technology</td>
<td>3 hours, 30 minutes</td>
</tr>
<tr>
<td>Review Technology</td>
<td>3 hours, 30 minutes</td>
</tr>
</tbody>
</table>
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Online Study & Testing Tools

- **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.
Exam Prep Options

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
Meet the Presenters

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
# Resource Links

## 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](http://www.ifma.org/cfm) or call +1-651-256-2822.

## 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!

<table>
<thead>
<tr>
<th>PRICING</th>
<th>Individual Course</th>
</tr>
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<tbody>
<tr>
<td>IFMA Member</td>
<td>US $895</td>
</tr>
<tr>
<td>Non-Member</td>
<td>US $1,195</td>
</tr>
</tbody>
</table>
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