



Mastering The Art of Facilities Management Training Course (10 Days)

17 - 28 Nov 2025
Milan



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Ref.: 103600363_49061 **Date:** 17 - 28 Nov 2025 **Location:** Milan **Fees:** 10000 **Euro**

Course Overview:

The course is a comprehensive program designed to equip professionals with the strategic, operational, and technical expertise necessary for modern facilities management. Leveraging industry best practices from the Facilities Management Handbook and integrating critical compliance measures, this course explores the core functions of facilities oversight, including health and safety law, building maintenance management, strategic operations, and sustainability practices. Participants will gain applied knowledge in Computer-Aided Facilities Management CAFM, workplace security and access control, HVAC and energy efficiency, vendor management, and outsourcing services. Special focus will be placed on workplace health and safety compliance, fire risk planning, and business continuity to ensure resilience and operational efficiency.

Target Audience:

- Facilities Managers and Coordinators
- Estate Managers and Property Managers
- Operations and Compliance Officers
- Maintenance Supervisors and Engineers
- Building and Services Engineers
- Office and Space Planners
- Real Estate and Leasing Professionals

Targeted Organizational Departments:

- Facilities Management and Operations
- Health and Safety Compliance
- Corporate Real Estate
- Building Services Engineering
- Procurement and Vendor Management
- Environmental Sustainability Departments

Targeted Industries:

- Real Estate and Property Development
- Government and Municipal Agencies
- Healthcare and Hospitals
- Education Institutions
- Hospitality and Hotels
- Retail Chains and Shopping Malls
- Manufacturing and Industrial Plants

Course Offerings:

By the end of this course, participants will be able to:

- Implement strategic facilities operations across property portfolios
- Conduct comprehensive building maintenance management plans
- Ensure workplace health and safety compliance with legal standards
- Apply risk management frameworks in facilities operations
- Design fire safety and emergency planning protocols
- Interpret lease law and property rights for facilities managers
- Manage outsourced facility services effectively
- Deploy sustainable facilities management solutions
- Develop efficient space planning and office design schemes
- Integrate smart building technologies for operational efficiency
- Create business continuity plans tailored for facilities operations
- Control HVAC systems and improve indoor air quality
- Enhance energy efficiency in building management
- Apply preventive maintenance strategies using CAFM methods
- Manage facilities budgets and financial operations effectively

Training Methodology:

This 10-day course adopts an interactive and applied learning methodology. Participants will engage in expert-led lectures, hands-on workshops, real-life case studies, simulation-based exercises, and group discussions. Each session is designed to promote critical thinking, practical problem-solving, and strategic decision-making. Course content incorporates workplace health and safety compliance, energy efficiency in building management, contract and vendor management, and outsourcing facilities services. Participants will also benefit from peer learning and feedback sessions to foster a collaborative and results-oriented learning environment.



Course Toolbox:

- FM Compliance Checklists
- Risk Assessment Templates
- Preventive Maintenance Planning Sheets
- Fire Safety Inspection Forms
- Smart Building System Planning Models
- Energy Benchmarking Dashboards
- Space Utilization and Office Layout Blueprints
- Facilities Management Budget Templates

Course Agenda:

Day 1: Foundations of Strategic Facilities Management

- **Topic 1:** Overview of Strategic Facilities Operations
- **Topic 2:** The Role of Facilities Managers in Organizational Success
- **Topic 3:** Facilities Management Governance and Compliance
- **Topic 4:** Outsourcing Facilities Services and SLA Management
- **Topic 5:** FM KPIs and Performance Benchmarking
- **Topic 6:** Leadership and Stakeholder Engagement in FM
- **Reflection & Review:** Strategic Impact of FM in Modern Enterprises

Day 2: Workplace Health and Safety Compliance

- **Topic 1:** Regulatory Frameworks: Health and Safety Law
- **Topic 2:** Risk Assessments and Hazard Control Techniques
- **Topic 3:** Occupational Health and Ergonomics
- **Topic 4:** Compliance Reporting and Policy Implementation
- **Topic 5:** Promoting a Culture of Safety
- **Topic 6:** Legal Liabilities and Emergency Planning
- **Reflection & Review:** Safety Systems and Risk Prevention Strategies

Day 3: Fire Safety, Security, and Emergency Management

- **Topic 1:** Fire Risk Assessment and Emergency Procedures
- **Topic 2:** Workplace Security and Access Control Systems
- **Topic 3:** Surveillance Technologies: CCTV and Monitoring
- **Topic 4:** Disaster Preparedness and Business Continuity
- **Topic 5:** Staff Training for Fire and Safety Compliance
- **Topic 6:** Legal Frameworks for Safety and Security
- **Reflection & Review:** Emergency Readiness and Risk Mitigation



Day 4: Maintenance and Building Services Management

- **Topic 1:** Preventive and Reactive Maintenance Strategies
- **Topic 2:** Contracting and Managing Maintenance Vendors
- **Topic 3:** HVAC and Indoor Air Quality Management
- **Topic 4:** Energy Efficiency in Building Systems
- **Topic 5:** CAFM: methods for Digital Maintenance Planning
- **Topic 6:** Lifecycle Costing in Maintenance Operations
- **Reflection & Review:** Optimizing Facility Uptime and Performance

Day 5: Legal, Lease, and Property Law Compliance

- **Topic 1:** Understanding Property and Lease Law for FM
- **Topic 2:** Managing Legal Disputes and Property Rights
- **Topic 3:** Environmental and Waste Management Law
- **Topic 4:** Building Regulations and Occupiers' Liability
- **Topic 5:** Managing Contaminated Land and Liability
- **Topic 6:** Real Estate Valuation and Compliance Strategies
- **Reflection & Review:** Legal Risk Awareness in Facilities Operations

Day 6: Financial Management for Facility Managers

- **Topic 1:** Budgeting, Cost Centres, and Zero-Based Budgeting
- **Topic 2:** Financial Reporting and FM Cost Controls
- **Topic 3:** Capital vs. Operational Expenditures
- **Topic 4:** Whole-Life Costing and ROI in FM Projects
- **Topic 5:** Benchmarking and Cost-Benefit Analysis
- **Topic 6:** Private Finance Initiatives and Partnership Models
- **Reflection & Review:** Financial Strategy and FM Performance

Day 7: Risk Management and Business Continuity

- **Topic 1:** Risk Identification and Assessment Frameworks
- **Topic 2:** Developing a Facilities Risk Management Plan
- **Topic 3:** Outsourcing Risk and Compliance Controls
- **Topic 4:** Business Impact Analysis and Recovery Planning
- **Topic 5:** Staff Welfare and Media Management Post-Incident
- **Topic 6:** Regulatory Expectations and Crisis Simulation Exercises
- **Reflection & Review:** Resilience through Risk-Driven Planning



Day 8: Smart Buildings and Technology Integration

- **Topic 1:** IT Infrastructure in Facilities Operations
- **Topic 2:** Intelligent Buildings and IoT Systems
- **Topic 3:** Wi-Fi, VoIP, and Communication Technologies
- **Topic 4:** Digital Document Management and Data Security
- **Topic 5:** E-Procurement and Facilities Helpdesk Systems
- **Topic 6:** Future Trends in FM Technology
- **Reflection & Review:** Driving Efficiency through Tech Innovation

Day 9: Environmental Sustainability and Utility Management

- **Topic 1:** Energy Procurement and Utility Contracts
- **Topic 2:** Measuring and Improving Energy Efficiency
- **Topic 3:** Sustainable Water and Wastewater Management
- **Topic 4:** Waste Management and Environmental Reporting
- **Topic 5:** Noise, Air, and Light Pollution Controls
- **Topic 6:** Climate Change Levy and Carbon Reduction
- **Reflection & Review:** Sustainable Goals in FM Strategy

Day 10: Space Management and Strategic Planning

- **Topic 1:** Space Planning and Optimization Techniques
- **Topic 2:** Office Design, Furniture, and Ergonomics
- **Topic 3:** Managing Moves, Adds, and Changes MAC
- **Topic 4:** Churn Analysis and Workplace Trends
- **Topic 5:** CAFM methods for Space Utilization Analytics
- **Topic 6:** Managing Third-Party Planners and Vendors
- **Reflection & Review:** Enhancing Workplace Experience through Design

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

This course is designed for professionals with foundational experience in operations or facilities-related roles. A background in engineering, property management, or occupational health is helpful but not mandatory.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day runs approximately 4-5 hours, including interactive sessions, breaks, and group activities. The full course duration is around 40-50 hours across 10 days.



How is this course different from basic facilities management programs?

Unlike introductory programs, this course delivers advanced-level insights integrating strategic planning, financial controls, and smart technologies. The curriculum blends traditional FM competencies with cutting-edge topics such as CAFM, business continuity planning, and sustainability leadership, as extracted from the Facilities Management Handbook.

How This Course is Different from Other Facilities Management Courses:

The course stands out by combining a strategic mindset with deep operational execution skills across every dimension of modern FM practice. Unlike generic courses, it is grounded in the authoritative content of the Facilities Management Handbook, offering an unrivaled depth in compliance, sustainability, digital innovation, and risk governance. Practical methods, such as HVAC efficiency audits, CAFM demonstrations, and energy benchmarking dashboards, empower learners to immediately implement best practices. Emphasis on regulatory compliance, smart buildings, and environmental impact makes this course not only relevant but essential for forward-thinking facilities professionals aiming to transform their organizations with high-impact, resilient, and sustainable practices.

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WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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