

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION



SERVICES & PROJECT HIGHLIGHTS

- Part of a team of FM subject matter experts to develop a 4-day entry-level course “The Business of FM” for the International Facility Management Association.
- Developed a module for each of the IFMA core competencies:
 - Operations & Maintenance
 - Planning & Project Management
 - Finance
 - Real Estate
 - Communications
 - Human & Environmental Factors
 - Technology
 - Leadership & Management
 - Quality Assessment & Innovation
- Researched best practices and lessons learned and combined them with proven professional development training techniques.
- MacKnight Associates served as the Editor-in-Chief, layout editor, contributing author and pilot course instructor.

RESULTS

Since the completion of the “Business of FM” course, MacKnight Associates has served as a core instructor for this course as well as back up instructor for the Communications and Operations and Maintenance courses.