

ASTFM505

Build and nurture relationships in facilities management



Overview

This standard is for senior managers in the facilities management environment. It is about working to build and maintain relationships with others at a strategic level, and understanding the strategic importance of doing so. It involves understanding and appreciating others' points of view, and the way in which they view the relationship. It is about employing a range of techniques to ensure that relationships with others contribute in a positive way towards meeting targets and KPIs.

This standard is applicable to those who deliver facilities management services:

- within an organisation, and
- to a client organisation

In this context 'the organisation' can be either your employer or a client.

Performance criteria

You must be able to:

- P1 assess and evaluate the strategic importance of building and nurturing productive working relationships with others
- P2 evaluate the relationships to identify their key strengths and areas for improvement
- P3 identify the roles and responsibilities of others involved in the provision of facilities management services, including clients, colleagues and stakeholders, as appropriate
- P4 identify the key relationships within contracts which will ensure that services are delivered to target and in line with KPIs
- P5 establish procedures for communication including timings and agree with relevant others
- P6 consider the views and expectations of others, and consult as appropriate on key decisions
- P7 employ appropriate negotiating techniques when consulting with others to ensure that the needs of the organisation are met
- P8 manage the expectations of colleagues, clients and other stakeholders
- P9 deal with conflicts, misunderstandings and disagreements as they arise, in ways which maintain existing relationships
- P10 assess the strategic implications of conflict within working relationships
- P11 where conflict cannot be resolved seek and use appropriate impartial mediation
- P12 monitor and review the effectiveness of relationships to identify where improvements can be made

Knowledge and understanding

You need to know and understand:

- K1 the needs of the organisation and its core business
- K2 the strategic importance of building and nurturing relationships with others
- K3 techniques for building productive working relationships
- K4 the benefits of forming and maintaining strategic relationships
- K5 the key relationships within the contract with the client
- K6 how the organisation defines productive working, the key indicators and targets that must be met
- K7 techniques for reviewing relationships and the factors to take into consideration
- K8 how the client views the relationship
- K9 why the views of others are important to take into consideration
- K10 the way that your actions in dealing with the views and needs of others impacts on the relationships
- K11 the client's expectations
- K12 techniques for managing expectations
- K13 ways of negotiating that maintain the trust and good will of others
- K14 techniques for influencing the client
- K15 how to identify the roles and responsibilities involved in the delivery of facilities management services
- K16 different organisational cultures and how these can impact on relationships and relationship building
- K17 methods of consulting with others and the most appropriate methods for different stakeholders
- K18 how to deal effectively with conflict

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