

# *Transforming Skill Sets to Lead and Manage Change*



Monday, Jan. 25; 1:30 pm.

The engagement of our only true asset our people making transformative change part of their and our lives and use the resulting feedback to create self learning cultures for our companies

Paul Oswald, Jim Sinopoli, Brad White and Ken Sinclair discuss trends and directions for transforming skills



**Paul Oswald**  
**Managing Director**  
**CBRE | ESI**

As part of CBRE's Global Energy and Sustainability team, CBRE | ESI brings its experience and capabilities in smart buildings, building efficiency, system integration and building optimization to CBRE's clients

last years session in  
Chicago, *“Addressing the Skills Gap”,  
Understanding that People are our  
only Asset*

To help grow our only true resource, our people, younger, by reaching out to youth with messages about our vibrant, vital and rewarding industry. Organizations need to attract talent before they graduate; through internship programs, they can gain an understanding of the field and whether this is right for them.

The knowledge shift required for the IoT will be discussed.

# As Integrators,

- What is our true value?
- Are we keeping up with rate of change and innovation?
- Why do your customers buy from you?

# Maturity Model for Corporate Learning

High-Impact Learning Organization® Maturity Model



# Learning organizations excel at:

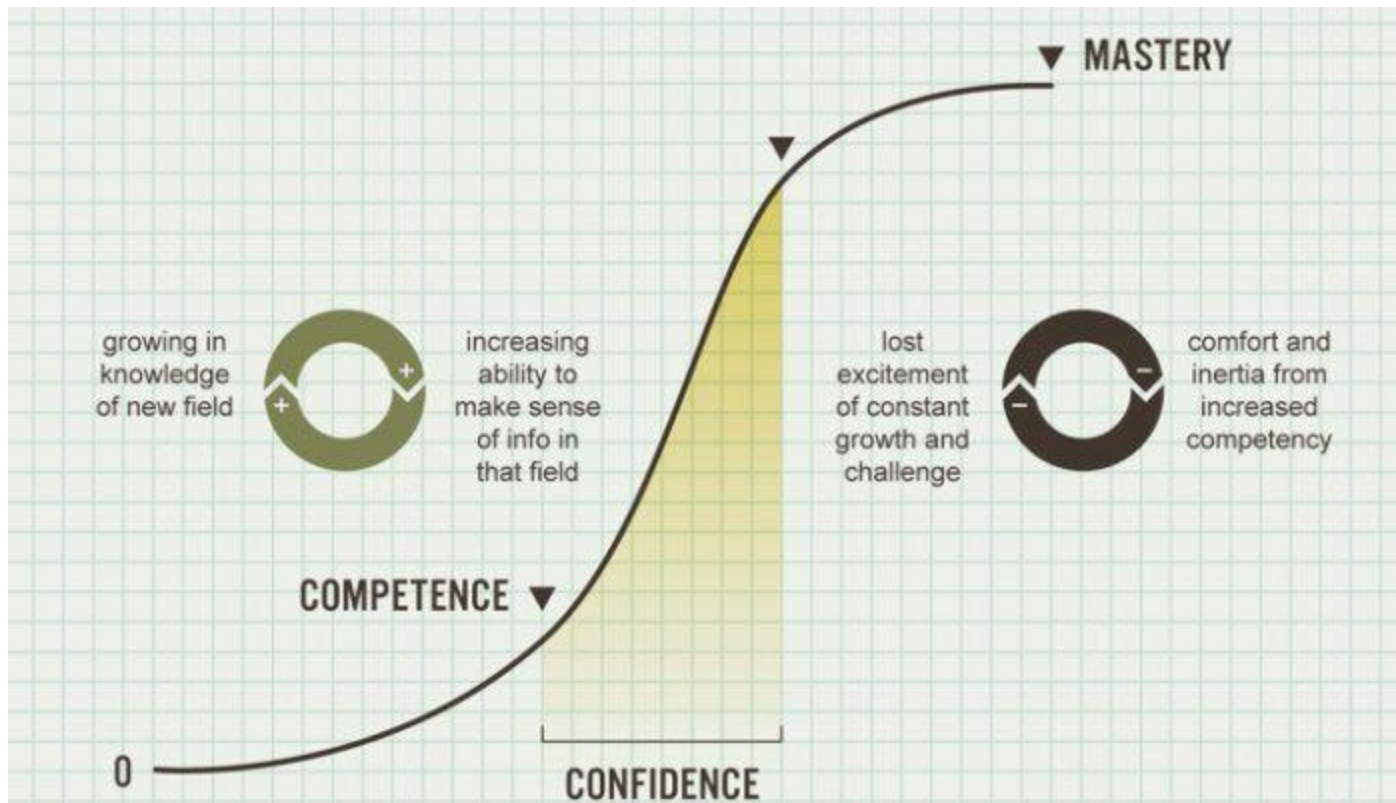




An aerial photograph of London at sunset, showing the River Thames and the city skyline. A large 3D graphic, resembling a cube or a stylized letter 'L', is overlaid on the right side of the image. The graphic has a light green top face and a dark green side face. The text 'EXCEPTIONAL OUTCOMES' is written in white, uppercase letters on the light green top face, and 'REAL ADVANTAGE' is written in white, uppercase letters on the dark green side face. The background image shows the Shard on the left, the River Thames in the center, and various skyscrapers and buildings across the city.

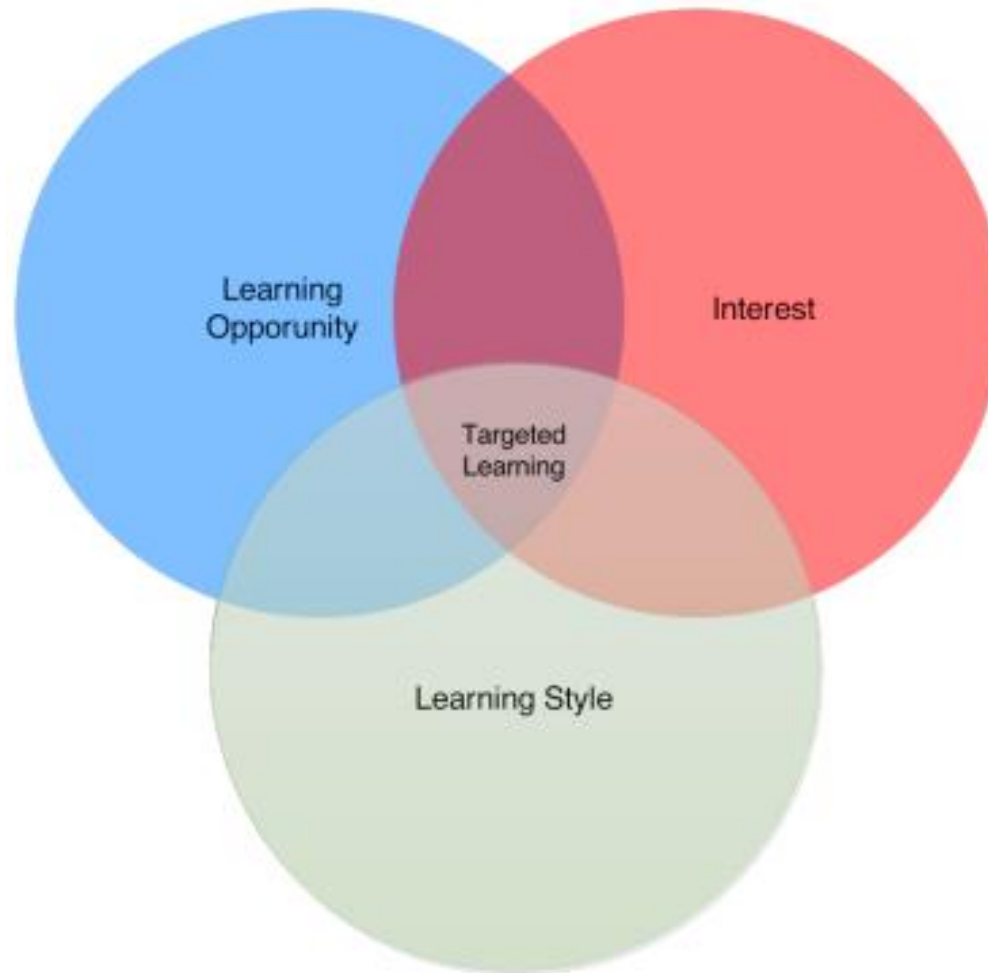
EXCEPTIONAL OUTCOMES

**REAL ADVANTAGE**





# “Targeted Learning”



# Transforming Skill Sets

## Elements of Change

- Vision
- Skills
- Incentives
- Resources
- Action Plan

- Current FM Issues
- Average age of facility manager is 49 years.
- The low percentage of young people in FM
- Dearth of qualified personnel worldwide
- Train or retrain via educational systems
- Effective recruiting and training processes
- Identify solid candidates.
- Conduct due diligence
- Need to provide hands-on training
- Training process by seasoned employees
- Promote self-training.
- Do not spoon-feed.

# Our Education sessions

- *Data Analytics / Occupant Engagement and the Road to Self-Managing Buildings Tuesday Jan. 26; 9:00 am*
- *Fourth annual Connection Community Collaboratory, Orlando Tuesday Jan. 26; 1:30 pm*