



**STAPLES®  
WORKPLACE  
SURVEY 2017**

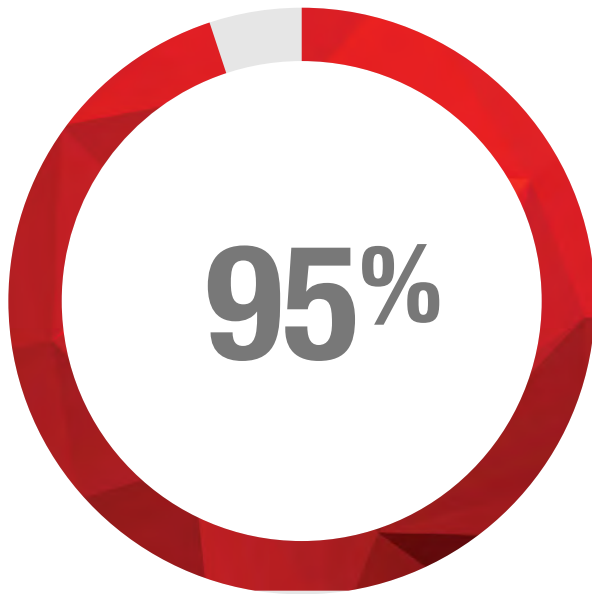
# **HOW TO INCREASE THE IMPACT OF YOUR FACILITIES TEAM**



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Despite being vital to organizations of all sizes, facilities managers often feel undervalued.

As part of its recent Staples Workplace Survey, Staples went straight to the source — facilities managers — for direct feedback. Here's a closer look at some of the findings.

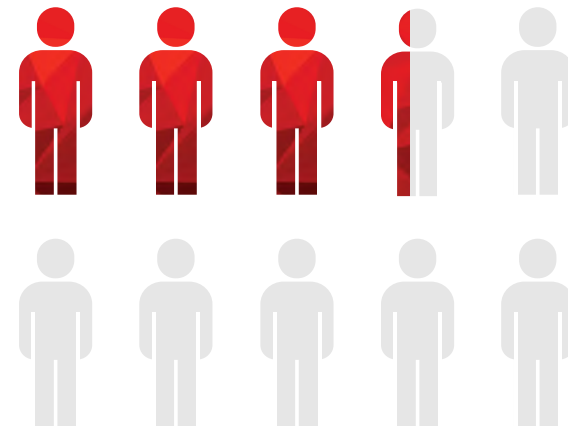


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95 percent of facilities managers consider their role vital to everyday operations...

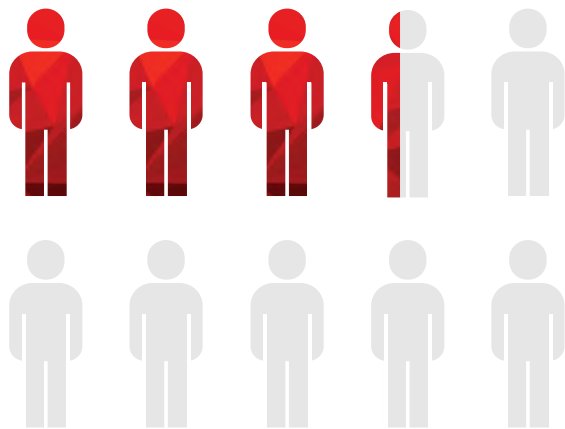
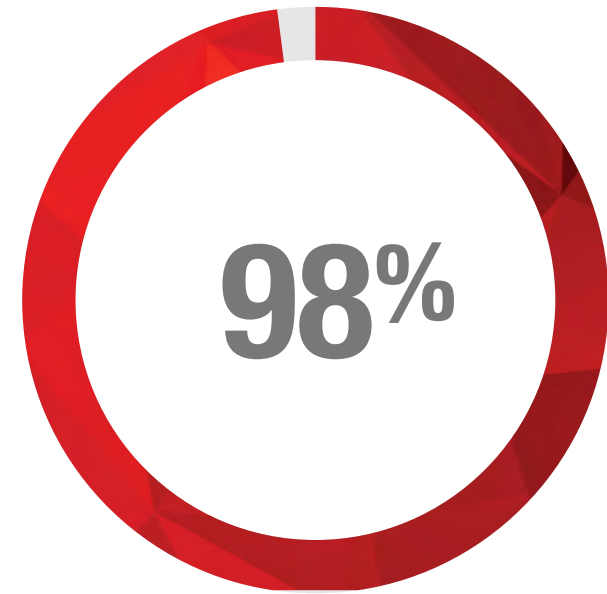
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...but 33 percent of facilities managers feel they could be better utilized.



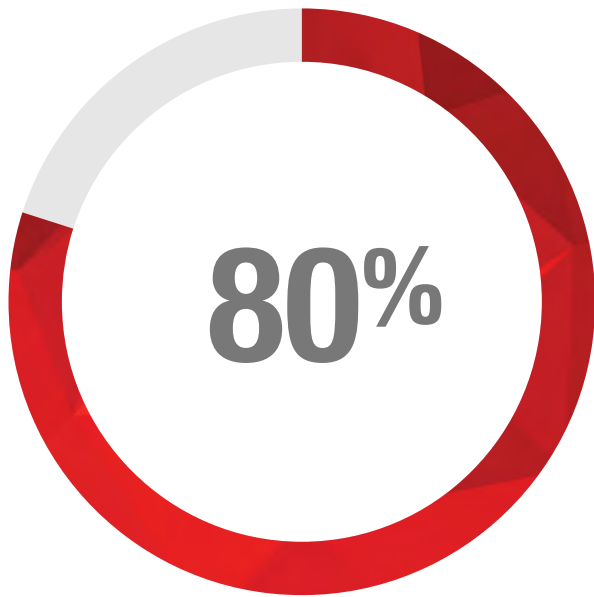
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98 percent of facilities managers  
polled say that employees at their  
organization would rate facilities  
management's performance as  
either an "A" or a "B"...



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...but still 33 percent of facilities managers  
say they often feel "forgotten."



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80 percent of facilities managers take pride in their job...

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...but 20 percent still feel underappreciated.





A black and white photograph of three men in a workshop or industrial setting. They are wearing light-colored shirts and are looking at something off-camera. The man on the left is looking down, the man in the middle is looking to the right, and the man on the right is looking towards the center. The background is blurred, showing industrial equipment and bright lighting.

## **Want to equip your own facilities managers — and the department as a whole — for success?**

Here's how you can serve as a strong advocate and run a more efficient facilities organization, based on the feedback from facilities managers polled.



## **PAVE THE WAY FOR GROWTH**

Help facilities managers grow within their role by seeking out relevant learning opportunities and strengthening their voice throughout the company.

# ENSURE ACCESS TO LEARNING OPPORTUNITIES



40%

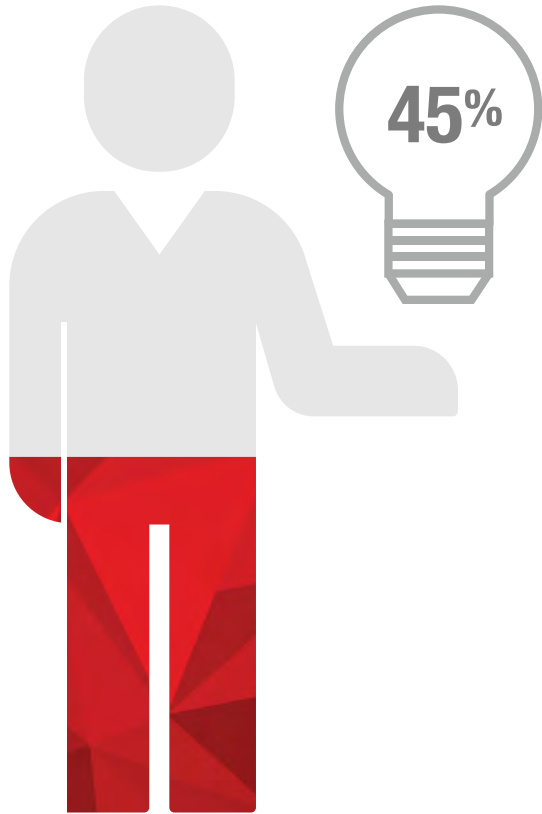
According to Staples' Workplace Survey, only 40 percent of facilities managers have been given an opportunity to sign up for a relevant class or course.

Work with leadership to secure time and funding so FMs can take advantage of learning opportunities — for example, a vendor training course or a conference for energy-efficient workspaces.

Ask your FMs for a detailed course itinerary that identifies:

- What skills they'll learn
- How they'll apply these skills
- How they'll share these skills with other managers on the team





## STRENGTHEN YOUR FM'S VOICE

45 percent of facilities managers feel they have ideas or solutions that could benefit their organization. The problem? Nobody's listening.

For your FMs to feel empowered and informed, they should be included in a wide range of high-level meetings. Invite FMs to prepare — and lead — discussion on key agenda items, encouraging them to bring new ideas to the table.

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## **BOOST YOUR TEAM'S RESOURCES**

Facilities management is widely misunderstood as an outdated department, even as many facilities organizations are exploring automated technologies to streamline their daily work.

## Implement Helpful Automated Tools

FMs need time to interact with employees and analyze the workspace. Automated technology absorbs many of the time-consuming tasks that keep FMs tethered to their to-do lists. Here are a few examples of software tools that are being used by facilities organizations in a variety of industries:

- [eMaint](#)
- [UpKeep](#)
- [FMX](#)
- [Hippo CMMS](#)

Schedule a meeting with your FMs to identify where they need the most help, and then again to decide — as a group — which service (or services) best meet their collective needs.



A black and white photograph of a man with a beard, wearing a light-colored blazer over a button-down shirt, standing and gesturing towards a line graph on a whiteboard. He is addressing a group of people seated at a long table in a modern meeting room. The background features a whiteboard with a line graph showing a downward trend, and a perforated metal wall. The foreground shows the backs of the heads and shoulders of the audience members.

## Push for Proper Budgeting

Schedule a routine check-in with the finance team to ensure that the department's annual budget is clearly — and consistently — aligned with operational needs.

If the budget is tight, work with your FMs to prioritize key resources. Which tools or services offer the greatest value for the greatest number of team members?



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## PROMOTE A UNITED FRONT

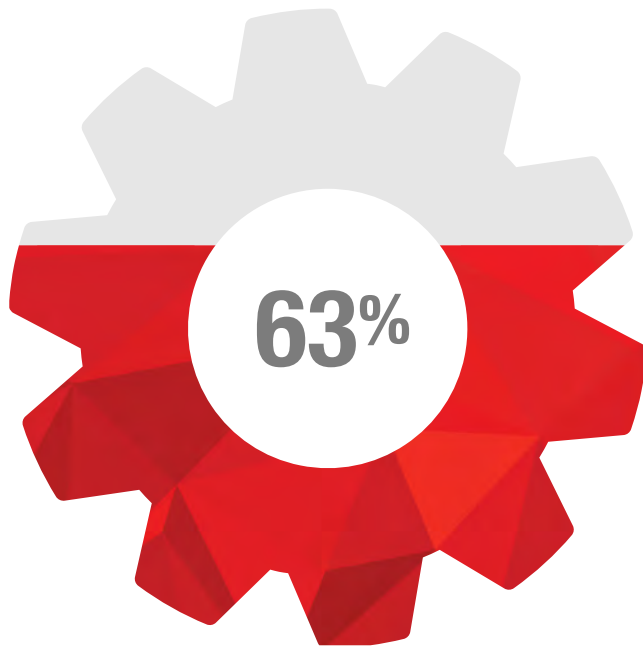
FMs often feel misunderstood or undervalued by the very employees they're helping — because either their role is unclear or communication is lacking.



**FMs should have the opportunity to both define their role and establish a process that ensures employee buy-in when they implement organizational changes.**

Here's how.





## GET EVERYBODY ON THE SAME PAGE

According to FMs polled, 63 percent have been asked to perform tasks that fall outside of their role. Not only does this curb productivity, it also can cause FMs to feel undervalued.

Organize an opportunity for your team to deliver presentations to departments or employee groups within the company. That way, they can address any confusion around an FM's role and responsibilities.

A black and white photograph of a man with a beard, wearing a dark beanie and a dark work shirt, looking down at a tablet computer. He is wearing white gloves on his hands. The background is a workshop with various tools and equipment visible.

**Review the presentation well in advance. Make sure employees walk away with the following learnings:**

- An understanding of the issues that FMs can help to resolve
- An understanding of issues that fall outside the FM's role
- An appreciation for all the ways in which FMs help to maintain a safe, satisfying and productive workplace



## **Implementing Change in the Company? Get Employee Buy-In**

Employees can be resistant to change — even change that's meant to simplify their daily routines, and especially if the circumstances are unclear.

Ensure that a process is in place to help FMs roll out big changes, such department-specific Q&A sessions that help employees understand what's happening, why it's happening and how their concerns will be addressed.



A black and white photograph of three people—two men and one woman—standing outdoors in front of a wooden slat fence. They are all wearing light-colored, short-sleeved button-down shirts. The man on the left is looking towards the other two, the man in the center is looking slightly upwards and to the right, and the woman on the right is looking towards the man in the center. They appear to be in a professional discussion.

**When discussing a new system or process with other departments, FMs should be specific about the value of the change:**

- *“This software will save you x amount of time”*
- *“This system will eliminate the need to perform the following tasks...”*
- *“This technology makes our organization more competitive because...”*

# TAKEAWAY

The more support you offer your facility managers, the better they'll succeed. Through career development opportunities, time-saving resources and strong working relationships with employees, FMs will find themselves in a position of empowerment — helping your organization navigate change, sustain growth and function at its best.



**Looking for more advice on improving the  
efficiency of your facilities management team?**

Visit the [Staples Workplace Survey Website](#).



**STAPLES<sup>®</sup>** **IT'S PRO TIME<sup>SM</sup>**