



Staples
WORKPLACE
SURVEY 2017

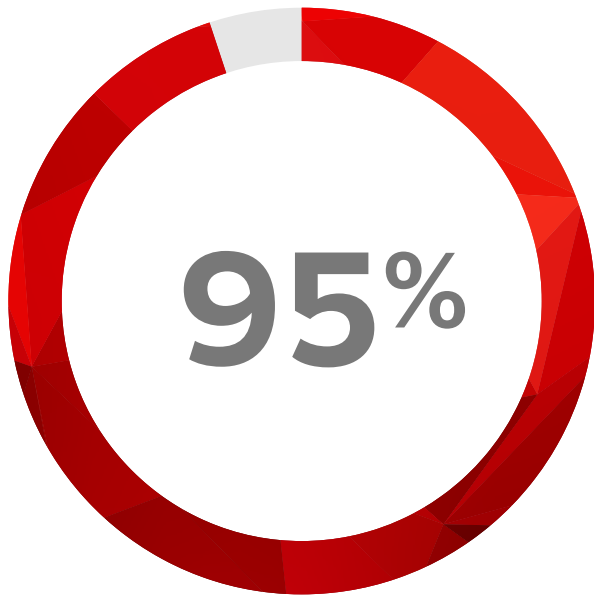


**How to increase
the impact of
your facilities team**



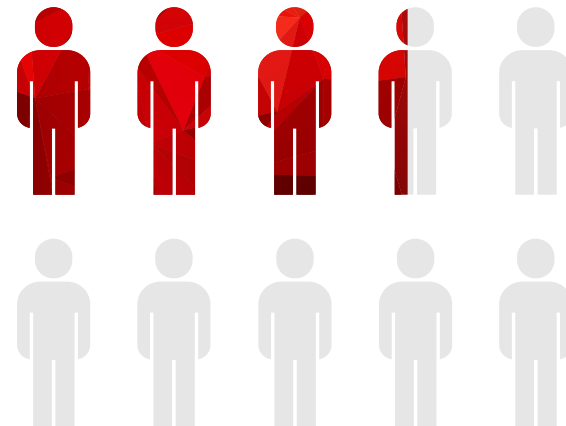
Despite being vital to organizations of all sizes, facilities managers often feel undervalued.

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.

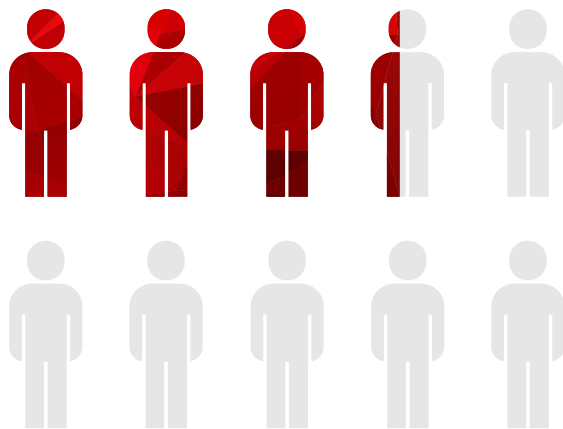


95 percent of facilities managers consider their role vital to everyday operations...

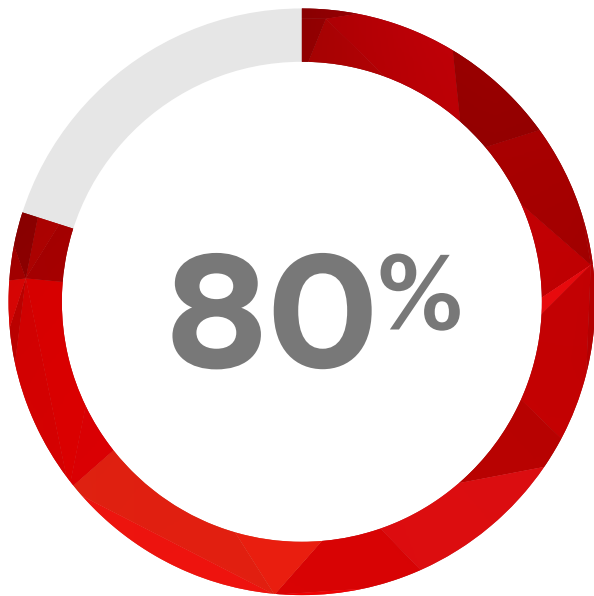
...but 33 percent of facilities managers feel they could be better utilized.



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"...

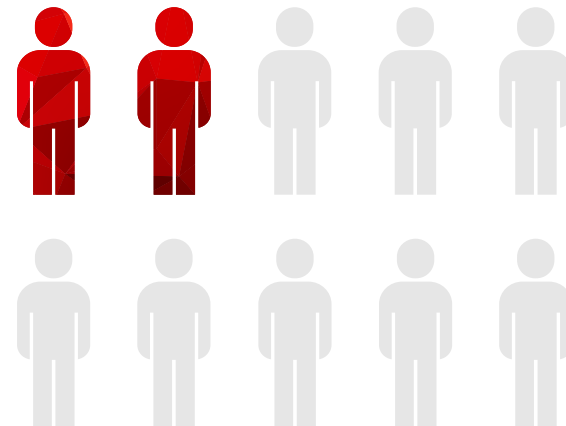


...but still 33 percent of facilities managers
say they often feel "forgotten."



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

...but 20 percent still feel underappreciated.



A black and white photograph of three men in a workshop or industrial setting. The man on the left is looking down, the man in the center is looking towards the right, and the man on the right is wearing glasses and looking towards the center. They appear to be engaged in a discussion or collaborative work. A large red rectangular box is overlaid on the center of the image, containing white text.

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

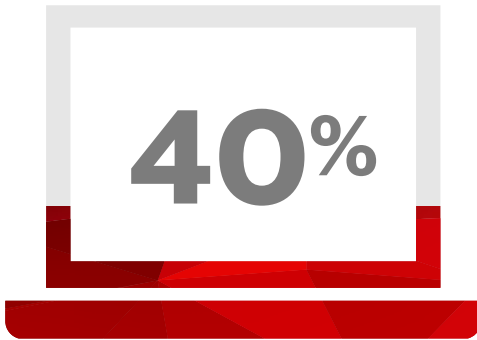
Here's how you can serve as a strong advocate and run a more efficient facilities organization, based on the feedback from facilities managers polled.



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

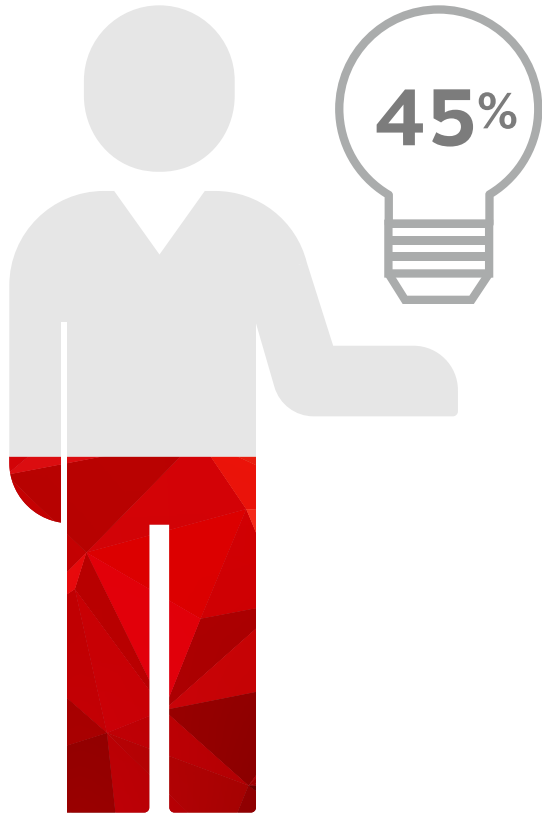


According to Staples' Workplace Survey, only 40 percent of facilities managers have been given an opportunity to sign up for a relevant class or course.

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.

A large, bold white number '2' is positioned on the left side of the slide. The background is a vibrant red with a complex, low-poly geometric pattern of various shades of red and orange.

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 standing in a meeting room, pointing at a line graph on a whiteboard. The graph shows a fluctuating line that generally trends downwards from left to right. Several people are seated at a table in the foreground, looking towards the presenter. The background features a perforated metal wall.

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 work jacket, looking down at a tablet device. He is wearing white gloves. The background is a workshop with various mechanical parts 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](#).

