

General Services Manager: succeed fully in his role



IM-14 2 Days (14 Hours)

Description

Vectors of well-being and performance, General Services today occupy a strategic place in the company. This function is fully exercised thanks to the ability of General Services Managers to challenge their organizations, to adapt to the evolution of companies and to integrate inevitable technological changes. Skills Campus offers you this training to calibrate your knowledge and enhance your performance in the role.

Who is this training for ?

For whom

Director and responsible for General Services and the work environment. Responsible for technical management. Manager of real estate services and assistant. Works manager or asset management manager. External service provider: site manager and contract manager.

Prerequisites

- Already (or soon) exercise operational management of a team and service providers.

Training objectives

- Organize, lead and manage the function.
- Lead customer relations, manage service providers.
- Follow regulations and control your budget.

Training program

Avant le présentiel

- A self-diagnosis and a video: "No problem!".

Renforcer la démarche clients internes

- Analyze the levers of service quality.
- Build a service offer.
- Responsibility of occupants for good eco-responsible practices.

Piloter et évaluer les prestataires

- Evaluate the risks attached to subcontracting: advantages and disadvantages of subcontracting (in separate batches, or overall Facility Management).
- Develop the specifications; points keys to a service contract.
- Initiate the progress process (with a global Facility Management service provider, or with service providers in separate batches).
- Scenario Positions adapted to the management of service providers.

Identifier et piloter les coûts au quotidien

- Identify your main cost items.
- Define operational objectives for cost optimization.
- Formalize the action plan associated with the objectives for each activity.

Repérer les leviers d'une communication efficace

- Practice on a concrete case to communicate better.

Après le présentiel: Mise en œuvre en situation de travail - AFEST compatible

- A strengthening program: "ROI of my action plan", and two e-learning modules: "Knowing yourself better to communicate better. Go. A" and "Know each other better to communicate better. Go. B".