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ACS Training specialises in the FM sector, and has been engaged to design and deliver people-skills training projects for the in-house Estates & Facilities departments of more than 25 universities in the UK, Ireland and the Netherlands, as well as hospitals, government departments, and private sector multi-service and single-service FM providers.

As well as communication training, ACS Training can also act as facilitator in a broad range of situations such as defining strategy, business planning, managing conflict, building teams or cementing partnerships. All training and facilitation services represent a bespoke design and are delivered in-house.

The modern student has become a paying customer, and the modern university has become a business. Universities are currently operating in a keenly competitive regional, national and global marketplace for higher education. The choice of a prospective student to enrol at (and stay at) a particular university depends partly on the quality of the 'core business' of the organisation, namely teaching and research, but also on the broader 'student experience' that is largely defined by the quality of the FM services that are only conspicuous when they are absent. An attractive physical working environment is also a key factor in attracting the very best academic staff to the university.

The customer-base of an FM department within a university is both broad and complex, and includes not only the students, visitors, and business users, but a wide range of academic departments, academic support departments and non-academic support departments. Customer Relationship Management (CRM) is about getting closer to the customer. CRM is no longer exclusively a commercial instrument used by sales organisations to expand turnover and generate repeat business. Serious customers, including those in an internal market such as a university, want and expect to be actively 'relationship managed'. As well as getting the best out of the relationship with customers, FM managers are required to get the best out of contractors and directly employed staff.

In order to equip FM managers and staff with the people-skills they need, training courses and workshops for FM managers at all levels include Managing Client Relationships, Influencing Skills, Negotiation Skills, Managing Staff Performance, as well as Customer Focus workshops for frontline staff.

Please contact Adrian Hackford to arrange a meeting to discuss the training requirements of your Estates & Facilities department or your own sub-division of FM, be it Maintenance, Security, Catering or any other discipline.