

Training and qualifications: more important than ever – reasons and remedies

Workplace Futures
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Linda Hausmanis, CEO, IWFM

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Institute of Workplace
and Facilities Management

Reason 1 – rapid change, global scale

Our world is changing



Employment prospects for the UK

By 2035...

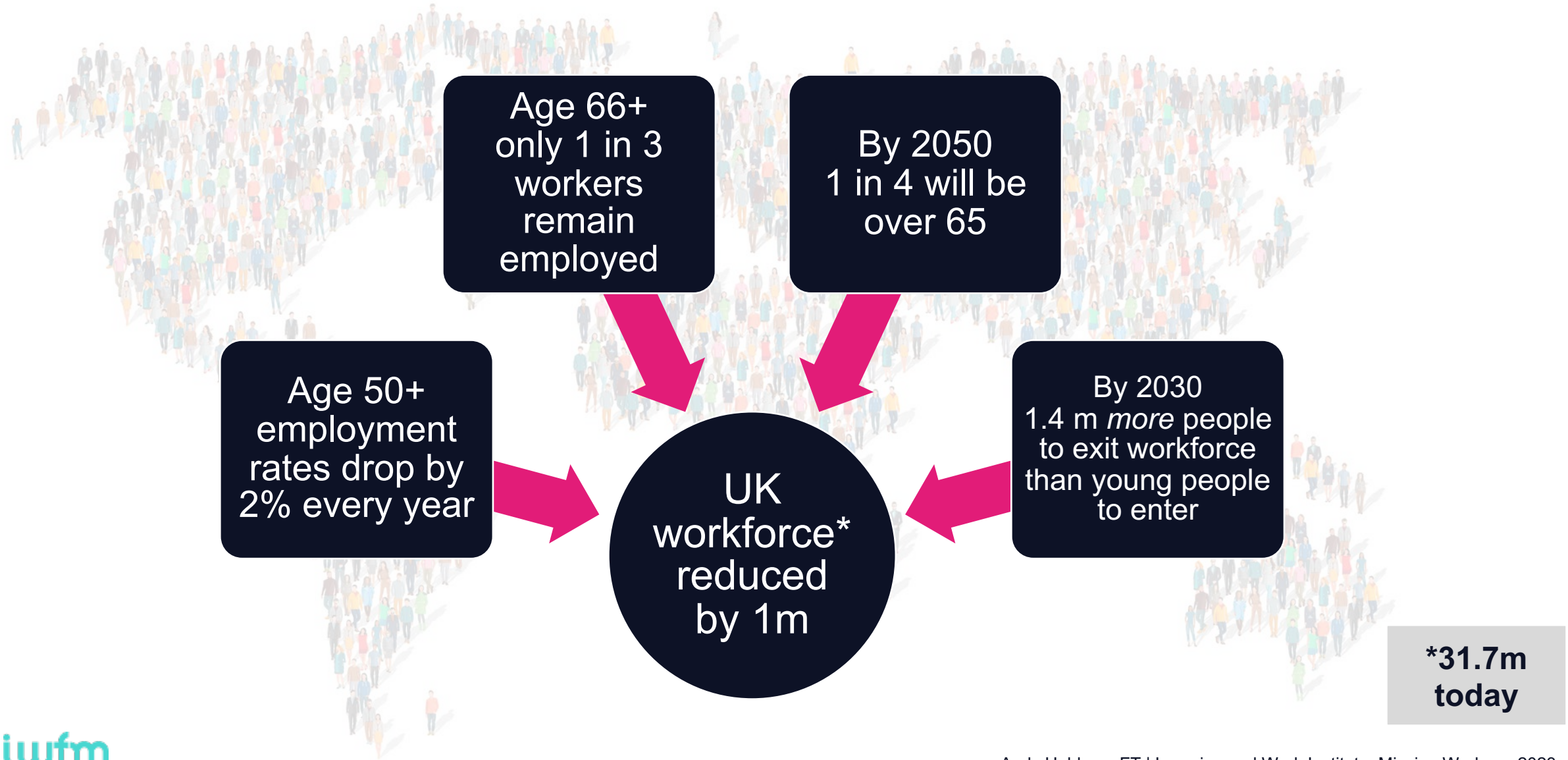
**2.6m new jobs,
mostly taken by
women**

**2m jobs displaced
by automation,
mainly held by men**

**Plenty of new
opportunities to
offset these losses**

**Most new jobs
professional and
associate
professional**

Demographic timebomb, UK

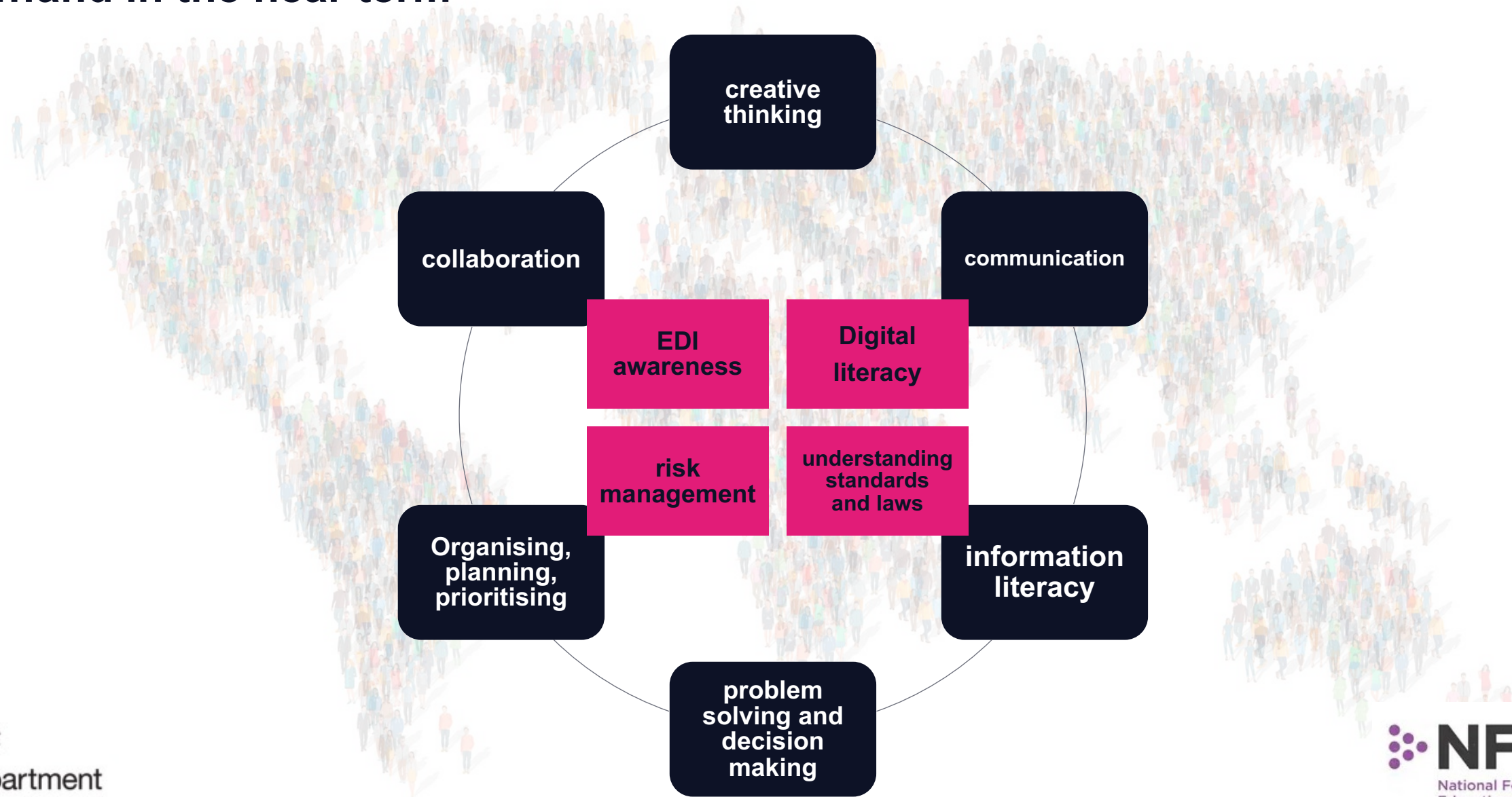


Reason 2 – new skills requirements

Future skills



...and in the near term



...by 2030 according to McKinsey

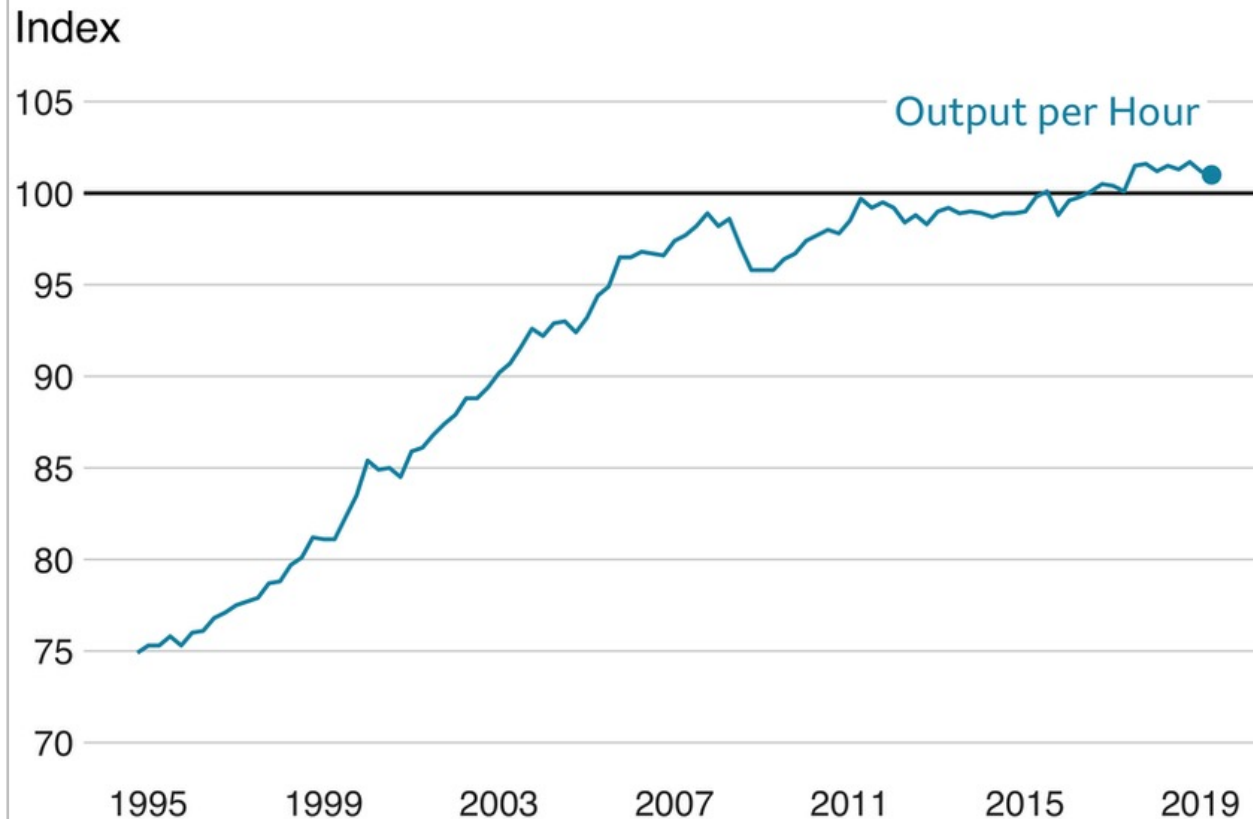
The future of work: Rethinking skills to tackle the UK's looming talent shortage, McKinsey & Company



Reason 3 – we are sleepwalking into skills stagnation

The 'productivity plateau'

UK productivity has flatlined since the recession



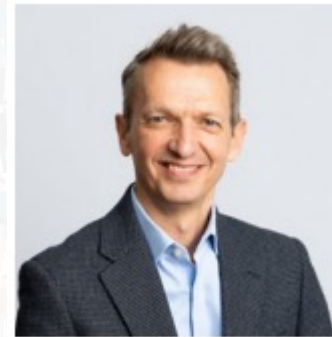
Source: Office for National Statistics

BBC

lwfm

Key factors:

- businesses slow to adopt innovation
- **a skills deficit among workers**



THE
ROYAL
SOCIETY

Andy Haldane,
CEO

“The reason innovation fails is rarely because of technology; it is typically because of people or, specifically, their lack of skills.

In the UK, there are large deficits in management and technical skills....

These deficits are acute among young and older workers alike.”

Employers don't invest

Since 2005...

Training spend
per employee
↓ 28%

% of people
getting training
at work
↓ 14%

Less than half of
the EU average

People at L6
3 times likelier
to receive

Matching EU average training spend per head and narrowing training inequalities

= 1 million

Additional people getting training at work

= an employers' investment of
£6.5 billion more
in training per year

Current level of public support for
employer skills £6.8 billion

Training intensity and quality are falling

Top three training types

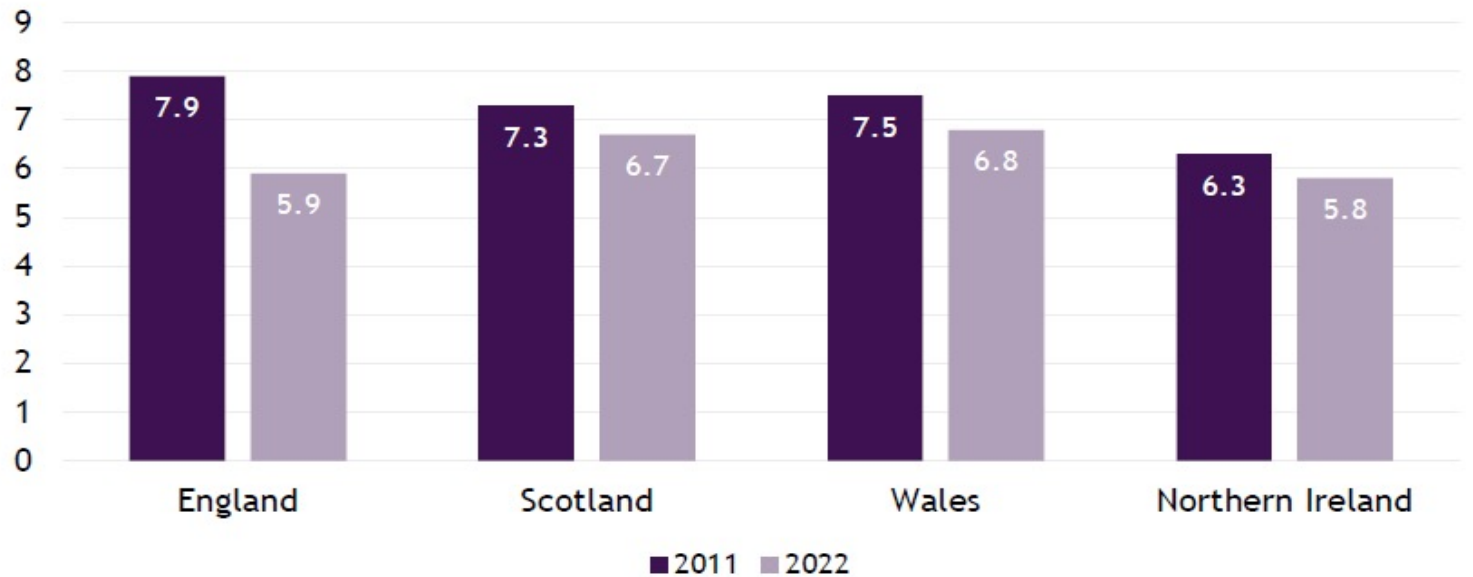
Job-specific (84%)
Health and safety (71%)
Basic induction (64%)

IMPORTANT BUT...

very little impact on skill levels or tackling skills gaps and shortages

Figure 10: Training intensity has declined since 2011 across all UK nations

Training days per trainee, 2011 and 2022



Source: 2022 Employers Skills Survey.

CIPD

The impact is holding back...

Growth

**Business
success**

**Individual
opportunity**

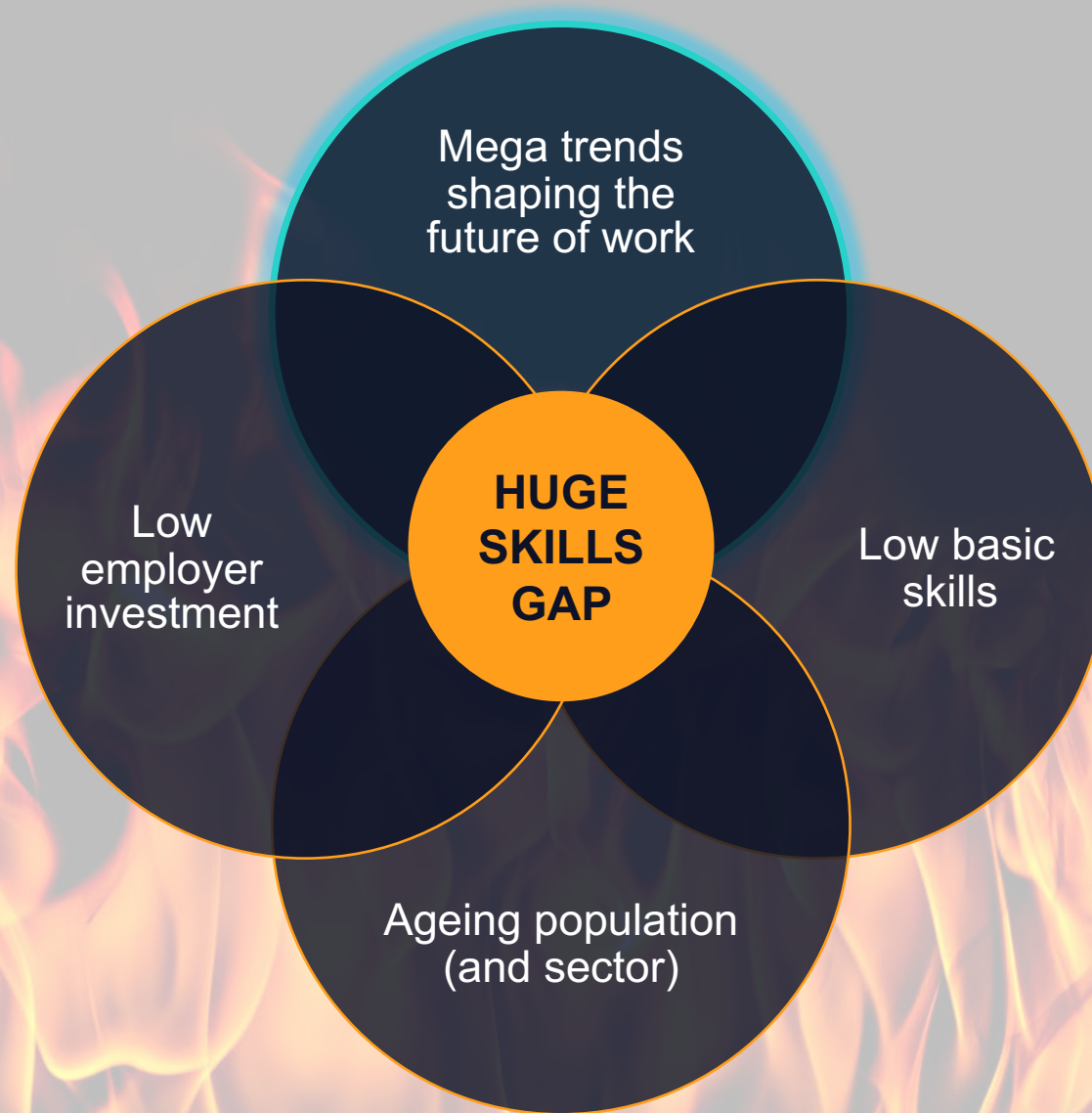
**Adaptation
to change**

Reason 4 – an opportunity in the balance

A Burning Platform



**Huge
opportunity**



**Low growth,
Low
productivity**

Our key focus areas – significant opportunities for WFM

Future of Work



Data & Technology



Building Safety



Sustainability



Health and wellbeing



57%

of WFMs don't have the data they need

86%

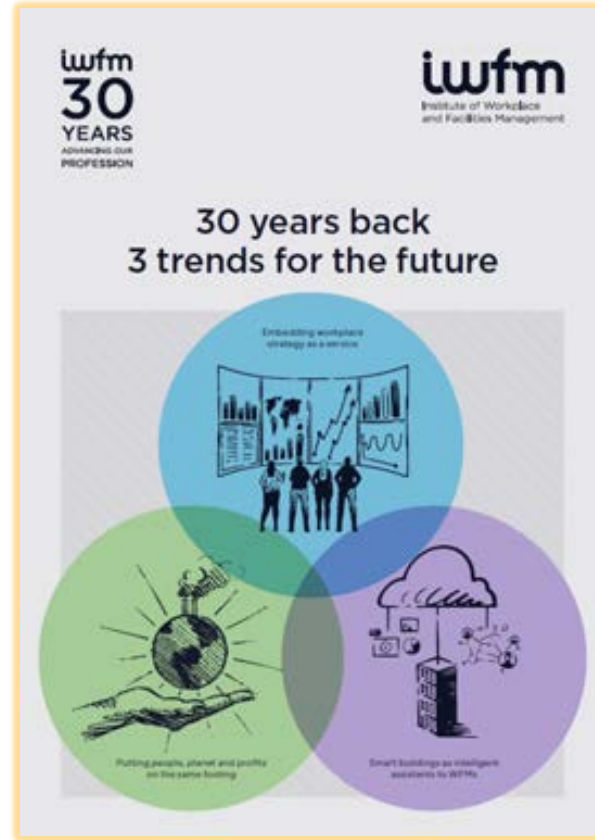
of WFMs lack comprehensive skills

Experts on the megatrends and what's needed ...

“ESG provides a massive opportunity...”

We still need to ensure that those at the senior levels of the profession have the right competencies...

Sunil Shah,
Director at Acclaro Advisory



This generation has an opportunity to usher in of a new wave of competence and outcomes.

The future of FM will change, we are currently generating its new shape and ultimately deciding its scope, point and purpose.

Gordon Mitchell, Co-founder, Wholus Chair, IWRM Technology SIG

Workplace decisions are a board decision...

Workplace strategy gives FMs legitimate access to the board.

Nigel Oseland,
Director, Workplace Unlimited

The picture in our sector

Summary: Key trends from our 2023 research

- The post-COVID recovery is losing pace. More stairs to climb.
- Optimism is down and economic dangers are up – with specific concerns about late payments.
- The sector is still wrestling with many positive and negative factors.
- **The skills shortage remains a major challenge for companies.**
- Building legislation and sustainability are important positive catalysts for the market.
- FMs continue to press ahead with the EDI agenda despite these challenges.



Reason 5 – there really is no excuse alternative

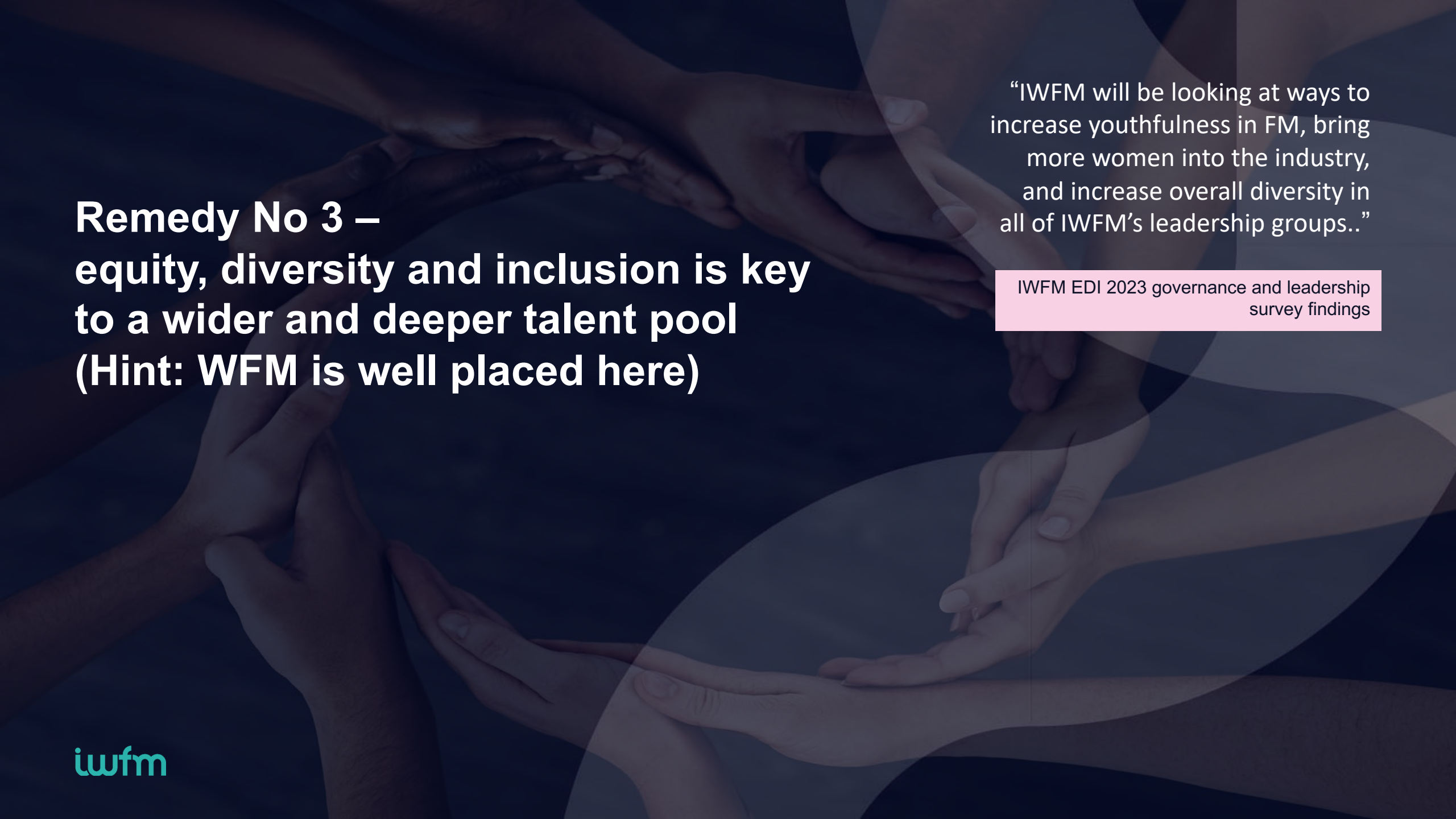


**Remedy No 1 –
don't get left behind - investing in yourself and
in your team is an opportunity
(Hint: your professional body is your friend)**



Remedy No 2 – evidence shapes the future (help us with our forthcoming skills survey)





**Remedy No 3 –
equity, diversity and inclusion is key
to a wider and deeper talent pool
(Hint: WFM is well placed here)**

“IWFM will be looking at ways to increase youthfulness in FM, bring more women into the industry, and increase overall diversity in all of IWFM’s leadership groups..”

IWFM EDI 2023 governance and leadership
survey findings

Remedy No 4 – attracting great talent today

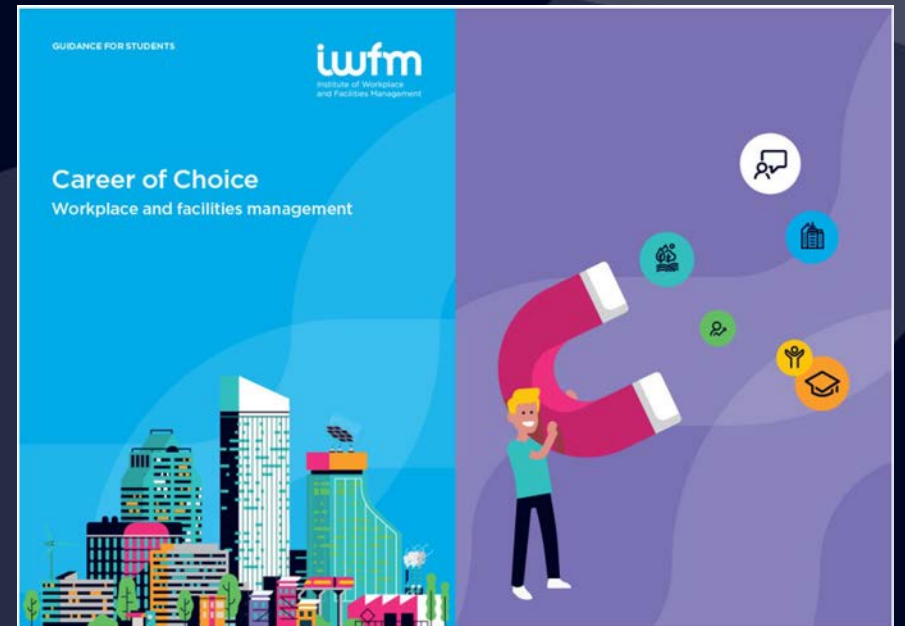
“We view active servicepeople and veterans as a rich pool of talent for workplace and facilities management; selfless, dedicated and detail-orientated are just some of the qualities we see on a day-to-day basis.”

Louisa Clarke, Chair

iwfm

**VETERANS IN FM
NETWORK**

Remedy No 5 – ensure the future talent pipeline



**Remedy No 6 –
alliance building and speaking with one voice**

Remedy No 7 – learn from best practice in the sector...and inspire others



Thank you

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