



PROJACS ACADEMY
by @egis



O&M Contracts Supervision and Successful Management Skills

متابعة تنفيذ عقود التشغيل والصيانة وإنجاز المهام الإدارية
بفعالية

04 – 15 September 2023

London / United Kingdom

Introduction

Due to the significant growth of the construction industry, many buildings, infrastructure and other types of projects have been constructed and completed to improve the quality of human living. The completion of such projects opens new crucial windows of problems for some and opportunities for others. Problems have been reported on the lack of knowledge and skills to properly execute the maintenance and operation contracts of these multi-million dollars facilities. The knowledge in coordinating and overseeing a safe, secure, and environmentally-sound operations and maintenance of these assets in a cost effective manner is vital in the long-term preservation of the asset value. Smooth operation and maintenance services would ensure that the facilities are operated and maintained to maximize their usage economically and for pleasant use by occupants.

This 5-day course which is conducted in English, is delivered in 5 separate modules to provide an understanding of the concept of operations and maintenance and the efficient management of related contracts. The course has been divided into the following sections: Decision Making and Thinking Theory, Overview of Asset and Facility Management, Theory and Concept, Facilities Management, Facilities Planning and Design and Operations Management Implementation.

Presented by some of industry's leading academics cum specialists and consultants, the topics will be both challenging and practical. This program offers an opportunity to improve knowledge and skills of those who are responsible in managing and supervising the operations and management contracts and for those who desires an uninterrupted service to clients and users of facilities. All these targets will be achieved as participants are exposed to the experiences and knowledge of speakers who have been in this business for more than a decade.

This course will also offers an extensive training on Executive Leadership and High Performance Team Management, Teamwork Building, Performance Management including concepts and techniques, Team Skills, Handling Conflicts, Effective Team Communication, Team tasks, The Nature of Managerial Work, Effective Leadership Behavior, Participative Leadership, Delegation, and Empowerment, Managerial Traits and Skills, Leading Change in Organizations, Leadership in Teams and Decision Groups, and Strategic Leadership.

Who Should Attend?

- Project Directors, Construction Managers and Facility Managers
- Project Managers, Senior Managers and Quantity Surveyors
- Managers and Technical personnel working in Consultants, Contractors and Suppliers organizations
- Plant and Building Supervisors and Managers
- Policy makers responsible for development and implementing national sustainable development strategies, and
- Researchers and academics involved in the construction and building industries

Course Outline

Day One

Overview of Asset and Facility Management theory and concept

- Understanding Asset Life Cycle
- Operation & Maintenance versus Facilities Management
- Asset and Facilities Management Challenges and Future Trend

Day Two

Facility Planning and Design

- Service Delivery Philosophy and Strategy
- Implementation Plan, Cost Strategy and Organization Structure
- Integrating Sustainable Development in FM

Day Three

Problem Solving-Decision Making and Thinking Theory

Day Four

Asset and Facilities Management

- Facilities Management
- Key Aspects of Facility Planning and Design
- Developing Operation Strategies

Day Five

Operations Management Implementation

Day Six and Seven (WEEKEND)

Day Eight

- The Human Capital
- The People Triangle
- Team Leadership Dimensions and Styles
- Followers
- Charismatic Style
- The Basics of Team Work
- Teams in Organizations
- Team Performance Criteria and Threats to Productivity
- Rewarding Teamwork
- Building the Team: Tasks, People and Relationships

Day Nine

- Sharpening the Team Mind
- Communication and Collective Intelligence
- Team Decision Making: Pitfalls and Solutions
- Conflict in Teams
- Managing Stress
- Create Opportunity and Leveraging Differences

Day Ten

- Mastering Strategies for High Performance
- Networking
- Integrating across Teams
- Inter Team Relations: Competition and Cooperation
- Teamwork via IT : Challenges and Opportunities

Day Eleven

- Effective Teams Formation
- Stages in Team Formation
- Task Leadership
- Transformational Team Leadership
- KPIs and CSF
- Kaizen Process

Day Twelve

- Change Management
- Globalization
- Diversity
- Multicultural
- Creativity
- Empathy
- Motivation
- Performance Metrics

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7" Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **8,500 USD**
**VAT is Excluded If Applicable*

المقدمة

بسبب الطفرة في صناعة الإنشاءات، والعديد من المباني والبنية التحتية ومشاريع النباتات وأنواع أخرى من المشاريع ذات الصلة لتحسين معيشة الإنسان قد اكتملت. وإن الانتهاء من هذه المشاريع يفتح نوافذ جديدة لبعض المشاكل والفرص المتاحة للآخرين. المشاكل قد قدم تقريراً عن أسبابها وهي نقص في المعرفة بشكل صحيح لتنفيذ عقود الصيانة والتشغيل. وسلسلة وخدمات الصيانة من شأنها أن تكفل للمرافق وتشغيلها وصيانتها لتعظيم استخدامها اقتصادياً وترشيد للاستخدام من قبل شاغليها .

وصمم البرنامج أيضاً في شكل سلسلة من المحاضرات ودراسات الحالة لتوفير فهم لمفهوم العمليات والصيانة والكفاءة في إدارة العقود ذات الصلة. وهذا البرنامج يتيح فرصة لتحسين المعرفة والمهارات لدى المسؤولين في إدارة والإشراف على عمليات وعقود الإدارة.

وسوف تضم هذه الدورة تدريباً مكثفاً على مهارات الإدارة والقيادة وتطوير فرق عمل عالية الأداء، وبناء العمل الجماعي، وإدارة الأداء بما في ذلك المفاهيم والتقنيات، مهارات الفريق، التعامل مع النزاعات، التواصل الجماعي الفعال، مهام الفريق، طبيعة العمل الإداري، وسلوك القيادة الفعال، والقيادة التشاركية، والتفويض، والتمكين، والسمات والمهارات الإدارية، وقيادة التغيير في المنظمات، والقيادة في الفرق ومجموعات القرار، والقيادة الاستراتيجية.

الحضور

- مدراء المشاريع والصيانة.
- المدراء الماليون والتسويق.
- مسؤولي المشتريات.
- مدراء العقود.
- منسفو ضمان الجودة ، مساحو الكميات والمدراء أو الاستشاريون.
- المديرون ذوي الخبرة الراغبين في مراجعة الإجراءات والعمليات الحالية.
- مديرين من ذوي الخبرة الذين يرغبون في إعادة النظر في الإجراءات والعمليات الحالية
- مديري الصيانة و المشاريع
- المهندسين والمحاسبين وغيرهم من المهنيين الفنيين ومديري الموارد البشرية
- مديري المالية والتسويقية
- العاملين في مجال الصحة والسلامة المهنية
- مديري العقود ، ومنسقي ضمان الجودة
- مسؤولي المسح الكمي والمديرين.
- الإدارة وتكنولوجيا المعلومات ، والهندسة ، والسلامة ، واستشاريين في مجال التدريب
- العلاقات العامة ، والتوظيف ووكالات الإعلان
- المحاسبين ومدققي الحسابات والمحامين