

The Successful Facility Leader: Strategies for Success


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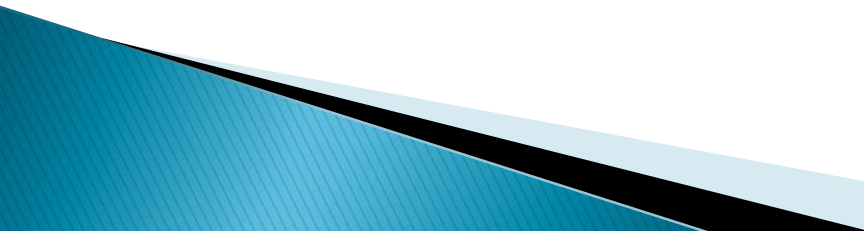
FLORIDA

Health • Dental • Life
Disability • Workers' Comp

Blue Cross Blue Shield of Florida Background

- ▶ The Blue Cross and Blue Shield system of plans consists of 39 independent and locally operated Blue plans with a total national enrollment of one in three Americans.
 - ▶ The Florida plan is the oldest and largest most recognized health plan provider in the state of Florida.
 - ▶ Serves more than 8.6 million people.
 - ▶ Has a 30 percent share of the overall Florida health insurance market
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Building Services Department

- ▶ Responsible for over 2 million square feet of real estate, mostly office space
 - ▶ Includes a 75,000 square foot data center
 - ▶ Includes a 22 story high rise
 - ▶ Includes a 7 building corporate campus with an onsite conference center
 - ▶ Comprised of over 40 building engineers, managers, and support personnel
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What is Success and What Does It Look Like?

Four Signs of Success

- ▶ Being called before the problem occurs
- ▶ Trusted as someone the organization can rely upon
- ▶ Being recognized and supported by senior leadership
- ▶ Being asked to lead an area outside your core competency

Five Strategies for Success

Honesty

- ▶ Truthfulness
- ▶ Be honest with yourself – know your limitations
- ▶ Be honest when it comes to the budget – it is not your money

Five Strategies for Success

Take a Business Approach to Managing

- ▶ Provide the most effective service at the best price
- ▶ Make business decisions, not facility decisions
- ▶ Think like the CEO – what matters to them?
- ▶ Sell your ideas by showing good ROI
- ▶ Develop business skills, aptitudes, competencies, and knowledge beyond your area of expertise

Five Strategies for Success

Build Key Relationships

- ▶ Show that you care by solving others' problems – don't create problems
- ▶ Working through others
A seat at the table

Five Strategies for Success

Respect Senior Leadership's Role

- ▶ They got to the top by being smart
- ▶ Most have prior experience with facility management departments
- ▶ They expect you to have the knowledge

Five Strategies for Success

Make Good Decisions

- ▶ Know your industry and department
- ▶ Metrics and Benchmarks
- ▶ Be prepared to make tough decisions
- ▶ The decisions you make today will affect your career tomorrow.

Five Strategies for Success

In Closing

- ▶ People will never care how much you know or can do unless they know you care and can do for them.