IFMA's Occupancy and Human Factors Course

Student Guide



Table of Contents

Occupancy and Human Factors

Welcome!
Overview
Introduction
Lesson
Role of facility managers as related to Human Factors competency
Overview of the Occupancy and Human Factors Competency
Chapter 1: The Human Factor in the Workplace
Lesson 1: Effective Workplace Defining an Effective Workplace
Aligning FM practices with the organization's strategy, culture and values Compliance
Lesson 2: The Need for Comfort Physiological comfort
Safety
Social belonging
Esteem
Self-actualization
Lesson 3: Humans and Change The problem of change
Why occupants resist change?
How facility managers can support change
The Role of Communication in Change
Progress Check Progress Check
Chapter Summary
Chapter 2: Workplace Environment
Lesson 1: Indoor Environmental Quality (IEQ) Sick Building Syndrome
Building-Related Illness
IEQ Components
Temperature Comfort
Indoor Air Quality
Lighting
Noise
Cleanliness
Strategies to support IEQ
Lesson 2: Defining and Creating a Healthy, Effective Workplace Stress

Ergonomics **Health maintenance** Lesson 3: Occupant Wellness Factors contributing to wellness **Drivers of Change Productivity and Creativity** Workplace and Industry Trends **Reducing the Facility Footprint Progress Check Progress Check Chapter Summary** Chapter 3: Occupant Services Lesson 1: Occupant Services **Occupant Services in FM** Lesson 2: The Need to Manage Additional Systems **Unique Facility Systems Documented Requirements** Funding **Progress Check Progress Check Chapter Summary** Chapter 4: Creating a Safe and Secure Workplace Introduction Lesson 1: Create a Safe Culture **OH&S Policy Ensure Management Support** Situational Awareness What does Safety and Security mean to FM Lesson 2: Introduction to Standards **ISO 45001** ISO 22301 **Emergency Response** Planning Training **Performance Evaluation Evaluation from Compliance Internal Audits Continual Improvement** Lesson 3: Strategies to Increase Safety and Security **Safety and Security Committees Identify Risks**

- **Risk Mitigation**
- Lesson 4: Create a Facility Safety Strategy

Plan a Facility Safety Strategy Implement a Facility Safety Strategy **Training and Promoting Behavior Changes Incident Investigations** Safety and Third Parties **Evaluate and Implement Corrective Action** Signage **Training and Promoting Behavior Change** Lesson 5: Create a Facility Security Strategy Training and Promoting Behavior Change **Identify Risks Plan a Facility Security Strategy** Planning for Facility Security **Evaluate Facility Security** Additional Considerations for Safety and Security **Progress Check Progress Check Chapter Summary**