

## SEMINARS AND WORKSHOPS:

- *Strategic Facility Management – 3 day in-house workshop for EEMAR Properties, December, 2012, Jeddah, Saudi Arabia*
- *IFMA's FMP Certification Program – 8 day public course – September, 2012, Abuja, Nigeria*
- *"Facility Management – From Maintenance to Management" – UNI Strategic (Public 2 day workshop) – July, 2012 - Singapore*
- *"Get Out Of The Back Room: Keys to Developing and Growing Your FM Career" – Total Facilities Live, July, 2012 – Sydney, Australia*
- *"Leadership for Facility Managers - Managing Professionals for Results" - Total Facilities Live, July, 2012– Sydney, Australia*
- *"Strategic Planning" – Ontario Public Sector Facilities Director Council Conference, June 2012 – Toronto*
- *"Write to Influence" – April, 2012 - Office Canada Conference, Toronto, Ontario,*
- *"Using KPIs? Stop Driving The Wrong Behaviour and Suppressing Motivation" – Nov. 2011, Atlanta, USA – CoreNet Global*
- *"Get Out of the Back Room: Keys to Developing – and Growing – Your FM Career" – Oct. 2011, Phoenix, USA, IFMA World Workplace*
- *"Procuring Success – Essential elements that both buyers and service contractors need to know" – Oct. 2011, Los Vegas, USA – ISSA*
- *"Sparring partners' - managing service agreements – May 2011, The Facilities Show, Birmingham, UK*
- *"The Sustainable Facility Manager" – May 2011, IFMA Abuja Chapter meeting, Abjua, Nigeria*
- *"Going Beyond the Boiler Room: Keys to Developing -- and Growing -- Your FM Career" – March 2011, Baltimore - NFMT Conference*
- *"The Evolution of FM" – March 2011, Boston – IFMA Facility Fusion 2011 Opening Panel member*
- *"Strategic Facilities Management" – 3 day workshop, Abu Dhabi, UAE November 2010*
- *"Communicating For FM" – ISSA Association, Orlando, Florida, November 2010*
- *"Developing effective RFP's" – IIDEX/Neocon Conference, Toronto, Ontario, September 2010*
- *"Peeling Back The Layers on P3 Deals" – CAUBO Canadian Association of University Business Officers, St. John's, Newfoundland, July 2010*
- *"Developing effective RFP's" – OAPPA (Universities), Waterloo, Ontario, June 2010*
- *"Intelligent Benchmarking and Beyond" - IFMA World Workplace (Orlando, Florida) October 2009*
- *"Manage, Don't Just Measure" at the International Maintenance Excellence Conference (IMEC) hosted by the University of Toronto, September 2009*
- *"Selling the Value of Facility Managers" - IIDEX/Neocon, (Toronto, Ontario)*
- *"Intelligent Benchmarking" – Professional Retail Store Maintenance Association (Phoenix, Arizona) April 2009*
- *"Strategic Facilities Management & KPI's" – 3 day workshop, Dubai, UAE November 2008*
- *"Strategic Communications for Facility & Property Managers" – IIDEX/Neocon (Toronto) Sept. 2008*
- *"Performance Management" – Federated Press Creating a 21st Century Maintenance Organization conference, Toronto, Sept.2008*
- *"Getting Results with Effective RFP's" – Honeywell User Group Conference, Phoenix, June 08*
- *"Performance Management for Better Results" – PM Expo (Toronto) Nov. 2007*
- *Moderated 'What is Green' panel - 2006 IIDEX/Neocon show (Toronto), September 29, 2006*
- *"Planning, Implementing and Managing an Outsourcing Contract" – BOMA Conference (Anaheim, California), June 2005*
- *"Optimizing Supplier Performance – Getting Results Like Never Before" – BOMA Conference (Anaheim, California), June 2005*
- *"Expose your costs for better decisions" - BOMA Conference (Toronto), June 2004*
- *"Between a Rock and A Hard Place: Customer Service in Corporate Facilities" - BOMA Conference (Toronto), June 2004*
- *"Senior Executive Roundtable On Common Issues, Major Trends And Key challenges In RE Operations" – PM Forum (Toronto) Dec 2003*
- *"Get Performance like you never did before" - Total Facility Management Conference (Chicago), April 2003*

## ARTICLES:

- *"Facility Management as a Profession : Fighting Perceptions" - Facility Management Magazine (Australian), June 2012*
- *"Self-Promotion for the Good Of The Company – FM's seek profile in organizational goal setting" – Who's Who 2011 issue, Canadian Ppty Mgmt Mag.*
- *"A Creative Business Case Convinces Decision Makers" – November 2010, Canadian Property Management Magazine*
- *"Doing It Right With RFPs" – May 2010, Health Care Facility Management*
- *"Outsourcing May Not Equal Partnership for Facility Managers, Service Providers" – May 2010 in BOM Magazine (Feature Article)*
- *"Make Your Memos Hit The Mark" – Jan 2010 in Buildings Magazine (Cover Article)*
- *"Sound System" - facility management systems – Sept 2009 in FM world (UK) by the British Institute of Facility Management*
- *"Money Matters - establishing and positioning cost information for better corporate decisions" – June 2009 in FM Magazine (Dubai, UAE)*
- *"Getting Beyond Benchmarking 101" – May 2009 in Canadian Facility Management & Design*
- *"Groundwork Converts Potential Into Performance - FM systems" – March 2009 in Canadian Property Management & Design*
- *"The Lifecycle Approach - Reducing your total cost of ownership: - Feb 2009, RFP Magazine, (Hong Kong)*
- *"Spreadsheet Savvy – Strategic Management hinges on Data Interpretation" –October 2008 in Canadian Property Management*
- *"Delivering The Message" –June 2008 in Canadian Property Management Magazine*
- *"Risk Management – The Human Factor" – May 2008 in Building Operating Management*
- *"Managing Your Portfolio" – May 2008 in FM Magazine, GCC edition (Dubai, UAE)*
- *"Life Cycle View" – April 2008 in Summit Magazine*
- *"Beware the Integration Trap" – April 2008 in Canadian Facility Management & Design Magazine*
- *"Best Practices from Outsourcing" – September 2007 in Canadian Facility Management & Design Magazine*
- *"Serving Up Quality" - May 2007 in Building Operating Management Magazine*
- *"Evaluating your RFP Results" - May 2007 in Canadian Facility Management & Design Magazine*
- *"How to Succeed with RFP's" - April 2007 in Canadian Facility Management & Design Magazine*
- *"One Step Re-Engineering through Outsourcing: - April, 2007 in Enterprise Magazine*
- *"Do You Really Want To Know What They Think? Developing Effective Occupant Sat. Surveys" – Oct. 2004 in Today's Facility Manager Magazine.*
- *"Measuring Performance" - September 2003 in Canadian Property Management magazine*
- *"Make your company flexible through managed services" - February 2003 in Canadian Facility Management & Design magazine*
- *"Do You Really Want To Know What They Think? Developing Effective Occupant Sat Surveys" - February 2003 in Canadian Property Mgmt Magazine*
- *"One Step Re-Engineering through Outsourcing: - June/July 2003 in Canadian Property Management magazine*
- *"Getting the Word Out" - Published January 2003 in Facilities Design and Management magazine*
- *"Getting down to the details when managing tenant improvements" - July 2002 in Office Life*
- *"Between a Rock and a Hard Place – What Customer Service Means in Corporate Facilities" - Feb 2002 in IFMA's FM Journal*
- *"Transition Success: The Stay Back Team" - May 2002 in Facility Design and Management magazine*
- *"Leave Room for the Human Element" – Sept. 2001 in Canadian Facility Management & Design magazine*
- *"Premises and Productivity" - December 2001 in Office Life*
- *"10 Books that put Manage back into FM" - October 2002 in Facility Design and Management magazine*
- *"Making the most of Less than Ideal locations" - Published October 2002 in Office Life*