



Facility Management

HIT REFRESH

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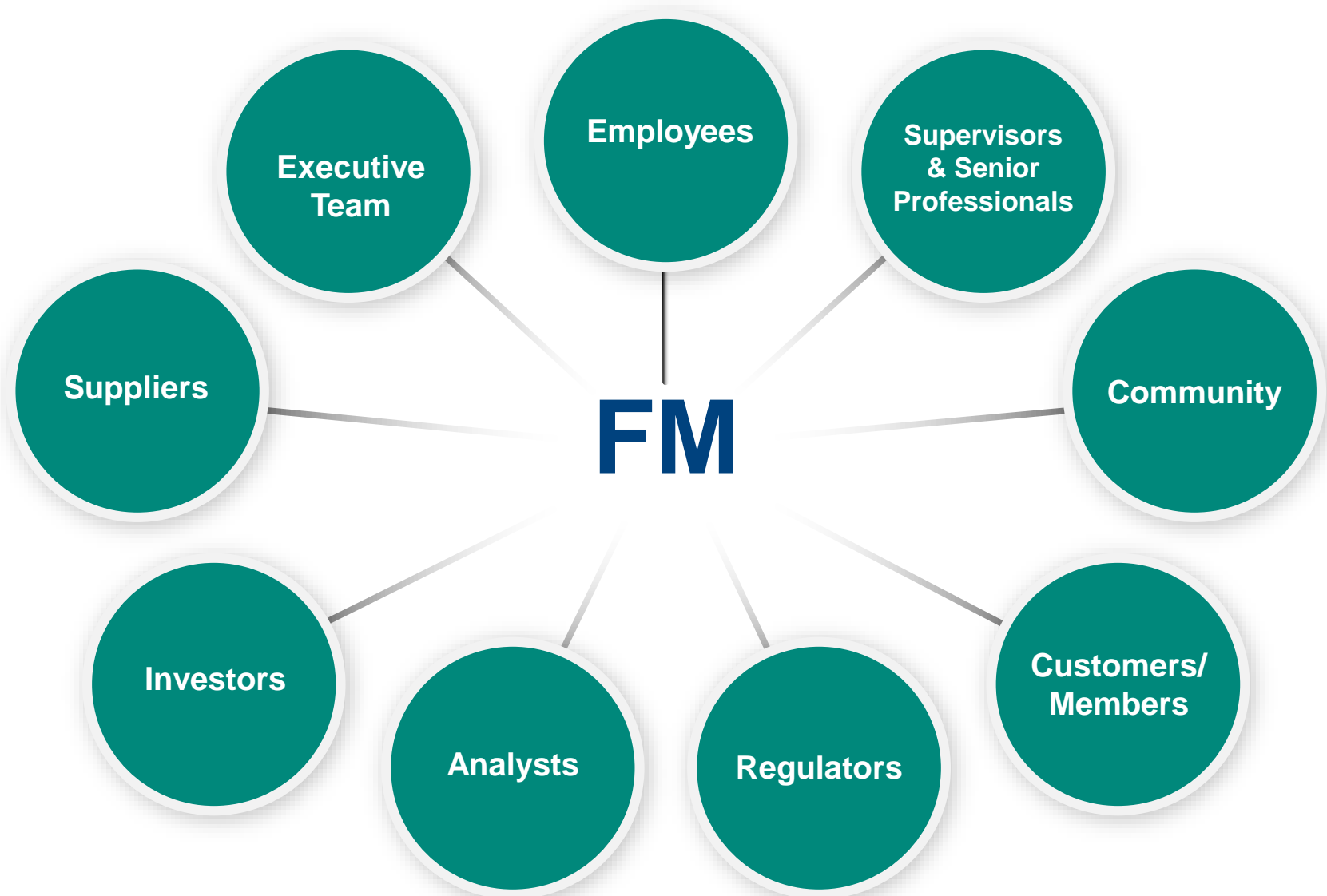
March 22 2018

The **RBL** Group

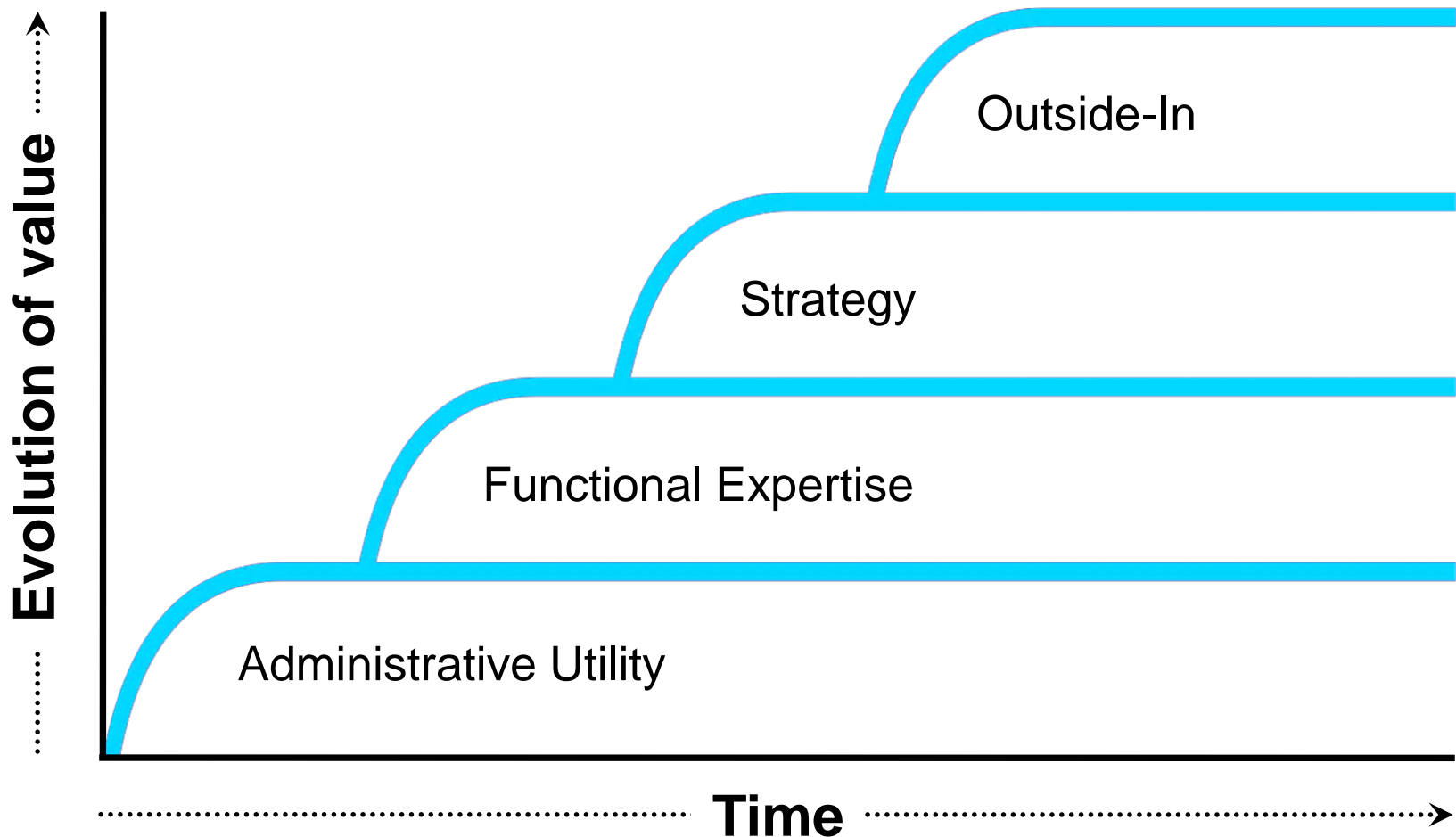
FOCUS! Why are we here?



To Make Others Stronger!



The Strategic Support Function creates value as it evolves to adopt outside-in needs into it's core value proposition



Strategic FM means creating value for stakeholders outside of FM AND in the market!



LISTEN! Chauffeurs as ambassadors

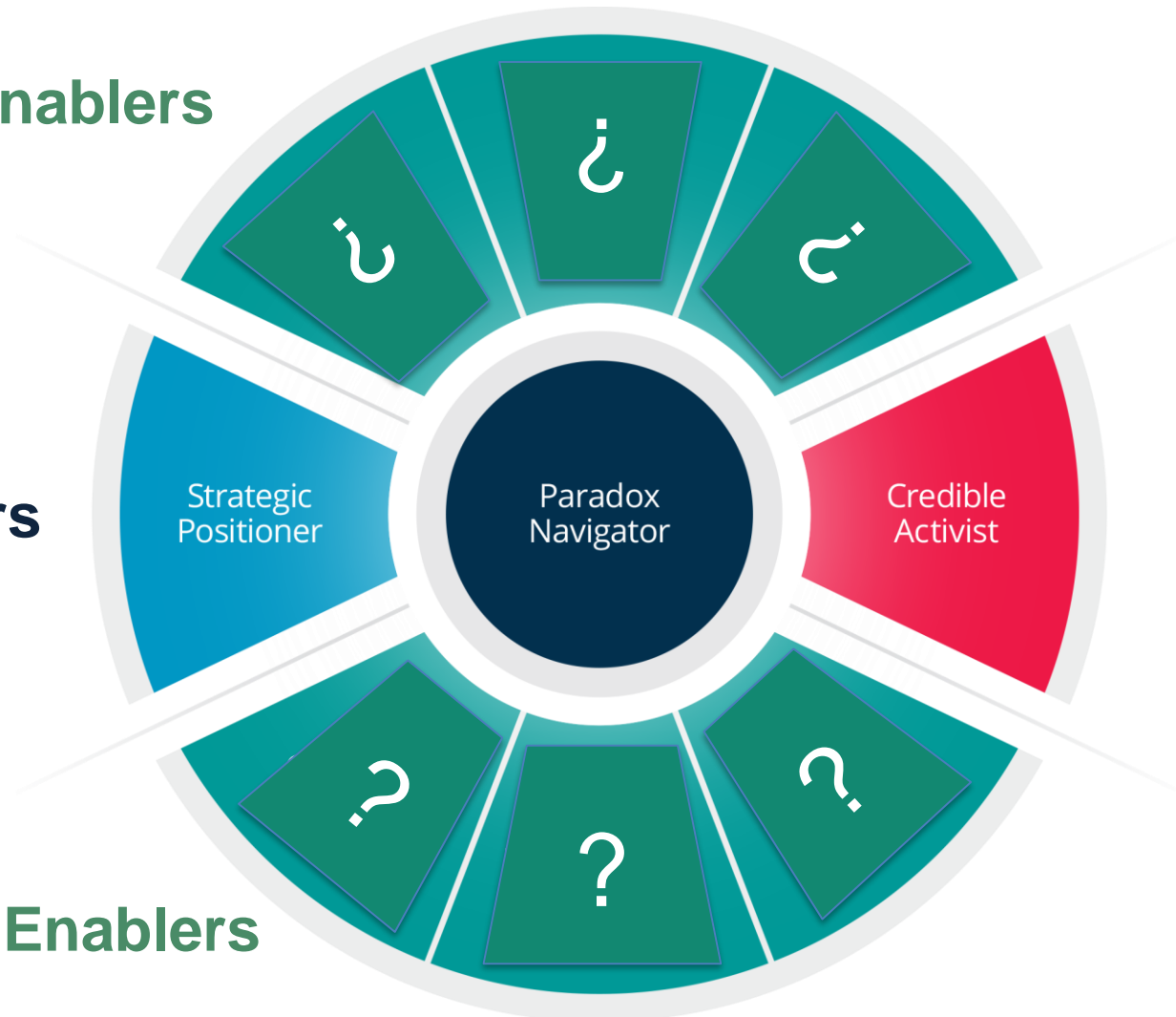


Zoom in and build Competence

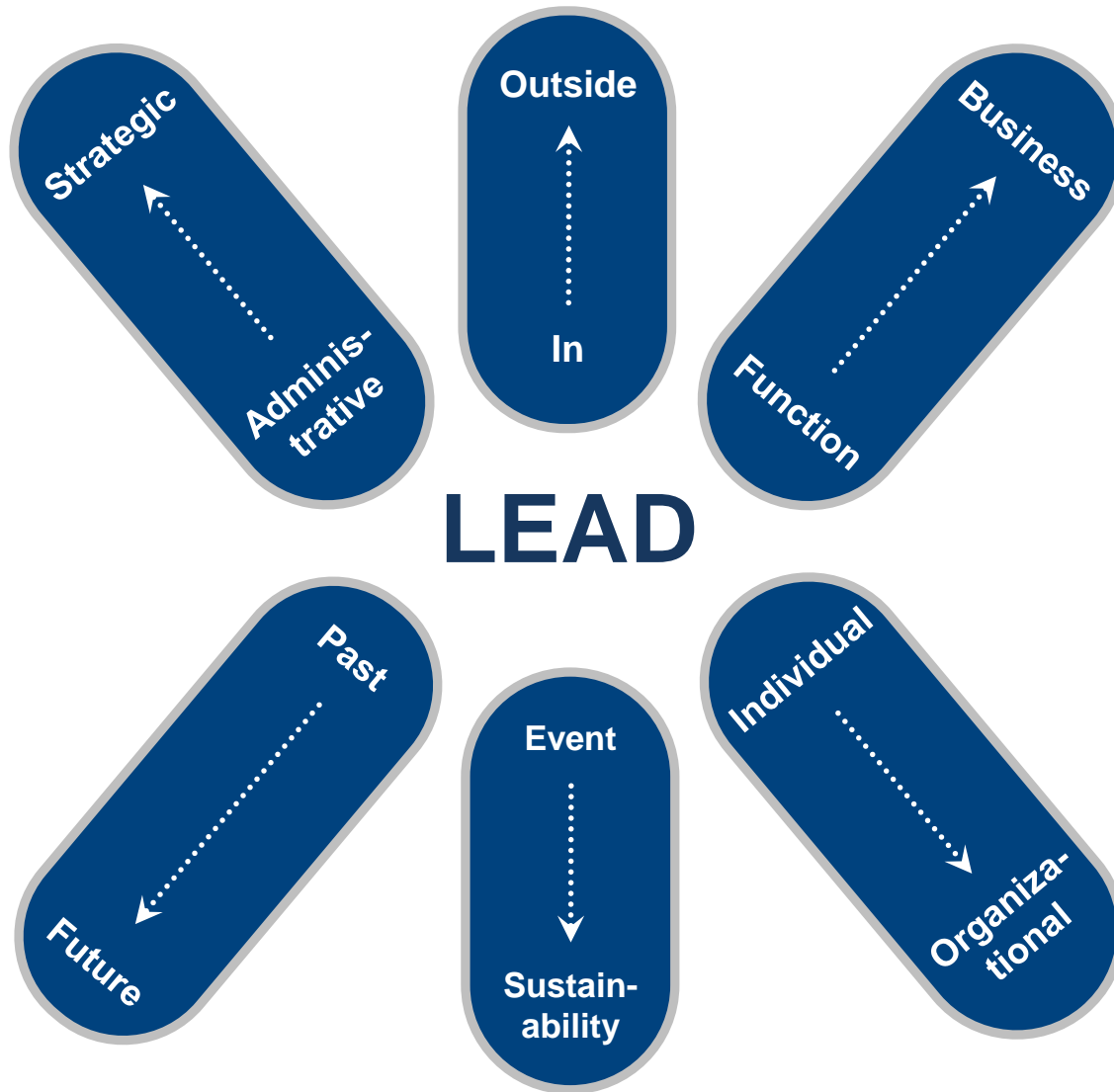
Strategic Enablers

Core Drivers

Functional Enablers



Lead the business: Navigate paradox!



Credible activist: Stakeholder management

- 1 **Power and Networks**
- 2 Know Your Stakeholders
- 3 Persuasion and Resistance
- 4 Courage



Courage: Do one brave thing today . . . then run like mad.