Speaker’s profile:
Andrew currently holds the position of Director: Projects at Drake & Scull, South Africa’s premier Integrated Facilities Management provider. Andrew was educated in the UK where, following his BSc degree in Building Surveying, he gained his RICS Charter in 1986 and began his practice as a Chartered Building Surveyor. In 1990, along with two colleagues he was the founding director of TMD Building Consultancy which is still one the leading Building Surveying and Project Management practices in Central London to this day.

Andrew Mason
Director: Projects
Drake & Scull

Following his move to South Africa in 1997 he spent 4 years as the lead Project Manager at the Emerald Safari Resort development on the Vaal River South of Johannesburg. Following the successful completion of this development he spent 12 years at the Total Facilities Management Company heading up the Professional Services division, serving on EXCO as well as providing leadership roles in Business Intelligence and Business Development both in South Africa and overseas. It is in his role in these two areas that his passion for the strategic impact of FM and his fascination with the value it can provide for customer organisations, was born.

Andrew has a Bachelor of Science degree in Building Surveying, is a past member of the Royal Institution of Chartered Surveyors and a past Director and Vice Chair of the South African Facilities Management, he is also a professionally registered Project Manager with SACPCMP as well as a Member of the British Institute of Facilities Management (MBIFM).

Synopsis of talk - Smart organisations vs Healthy organisations - Case Study

Andrew will build the discussion on the work done by Patrick Lencioni in his book “The Advantage” around the difference between Smart organisations and Healthy organisations. Most companies would recognise the importance of employee engagement in the health of the organisation However a lack of succession planning, the inability to attract and retain the necessary levels of talent along with the high levels of disengagement amongst staff members are major areas for concern.

As many studies have shown companies that achieve high levels of employee engagement outperform others in nearly every category. Engagement exhibits the bond or attachment between employee and employer integrating the willingness to give discretionary effort, and buy-in to company values and objectives.
The Impact of the context in which employees conduct their work, the climate, culture and environment influence all areas of engagement. It is the Facility Manager’s responsibility to enact the workplace strategy of the organisation and so the Facility Manager possesses the means to significantly influence the attitudes of employees, and therefore the company’s level of employee engagement.

Effective use of these environments translates to significantly improved performance. Top performing companies use learning, collaborative, and socializing modes over twice as much that average performing companies. The Facility Manager’s knowledge and ability to leverage the work space design and quality of perceived service, influences the attitudes of employees and significantly impacts the bottom line. The manner in which the service staff treats clients, as established by the Facility Manager, greatly effects the attitudes of those served. Perhaps surprisingly but unquestionably, the Facility Manager influences the ultimate health and success of the organization and its most important assets in a very significant way.