

IWFM Webinars: 'Navigating turbulent times' returns with bumper 2022 schedule

4 years ago



IWFM's Customer Experience Working Group hosted its first webinar of 2022 at midday on Wednesday 12 January as it ushered in another year of insight and guidance from its popular 'Navigating turbulent times' channel.

In an engaging session, expert members of the Group discussed 'Measuring customer experience in FM': how to measure and what to measure to ensure the service FM provides continues to be at its best, plus live polls and an award-winning case study.

The webinar tied in with the Group's new guidance which is being released this week. You can watch the recording – and every other webinar we have done – by visiting our [Insight hub](#) (it may take a couple of days for new recordings to appear).

Below is the full webinar schedule through to early March. Visit the IWFM [Events page](#) from the Friday before each episode to register. Topics and dates subject to change.

Wednesday 12 January, 12pm

IWFM Customer Experience Working Group: Measurement and benchmarking

Wednesday 19 January, 12pm

Workplace wellbeing with Sodexo

Wednesday 26 January, 12pm

Hybrid working

Wednesday 2 February, 12pm

Hygiene and sustainability in workplace washrooms with Dyson

Wednesday 9 February, 12pm

Skills, professional development and pathways

Wednesday 16 February, 12pm

Half term - No live episode

Wednesday 23 February, 12pm

Sustainability

Wednesday 2 March, 12pm

Workplace optimisation

Wednesday 9 March, 12pm

Building safety and cladding

Image credit: IWFM