



# The Future of Facilities Maintenance Training:

PREDICTIONS AND EMERGING TRENDS



## Introduction

The facilities maintenance landscape has undergone significant changes over the past 10 years. Technology advancements, changing consumer expectations, and a heightened focus on sustainability have redefined the way the industry is operating, putting a lot of pressure on maintenance personnel and teams to literally “keep the lights on.”

A building or facility is more than just a piece of concrete with doors and windows. Ineffective facilities maintenance inhibits the delivery of essential services to the public, inoperable workspaces can reduce points of contact and increase service delays, and outdated HVAC, plumbing, or electrical systems can consume operations budgets. The importance of building maintenance cannot be overstated, as it directly correlates with operational efficiency, productivity, and ultimately, customer satisfaction.

In order for technicians to perform their maintenance roles safely and effectively, they need to have the opportunity to develop their skills. Training is essential in today's operating environment, where talent is hard to find and technology is changing rapidly. [In fact, nearly all employees—94%—said they would stay longer at a company if it invested in their learning and development, according to a LinkedIn report.](#)

Companies have several options for training, including sending employees off-site, providing on-the-job training, or tapping into online learning. The key is to ensure any program you choose engages all skill levels and learning styles, directly addresses responsibilities and knowledge gaps, and provides engaging, always-on opportunities to practice. This white paper will delve into three topics: training challenges the facilities maintenance industry faces; trends to keep on your radar; and real-world solutions for building and upskilling a strong-performing workforce.

## Employees are Demanding Career Development Opportunities



70% of employees are somewhat likely to leave their jobs to work for an organization that invests in employee development



74% of employees are willing to learn new skills or re-train to remain employable and competitive in the job market



92% say well-planned employee training programs positively affect their level of engagement to learn new skills or re-train to remain employable

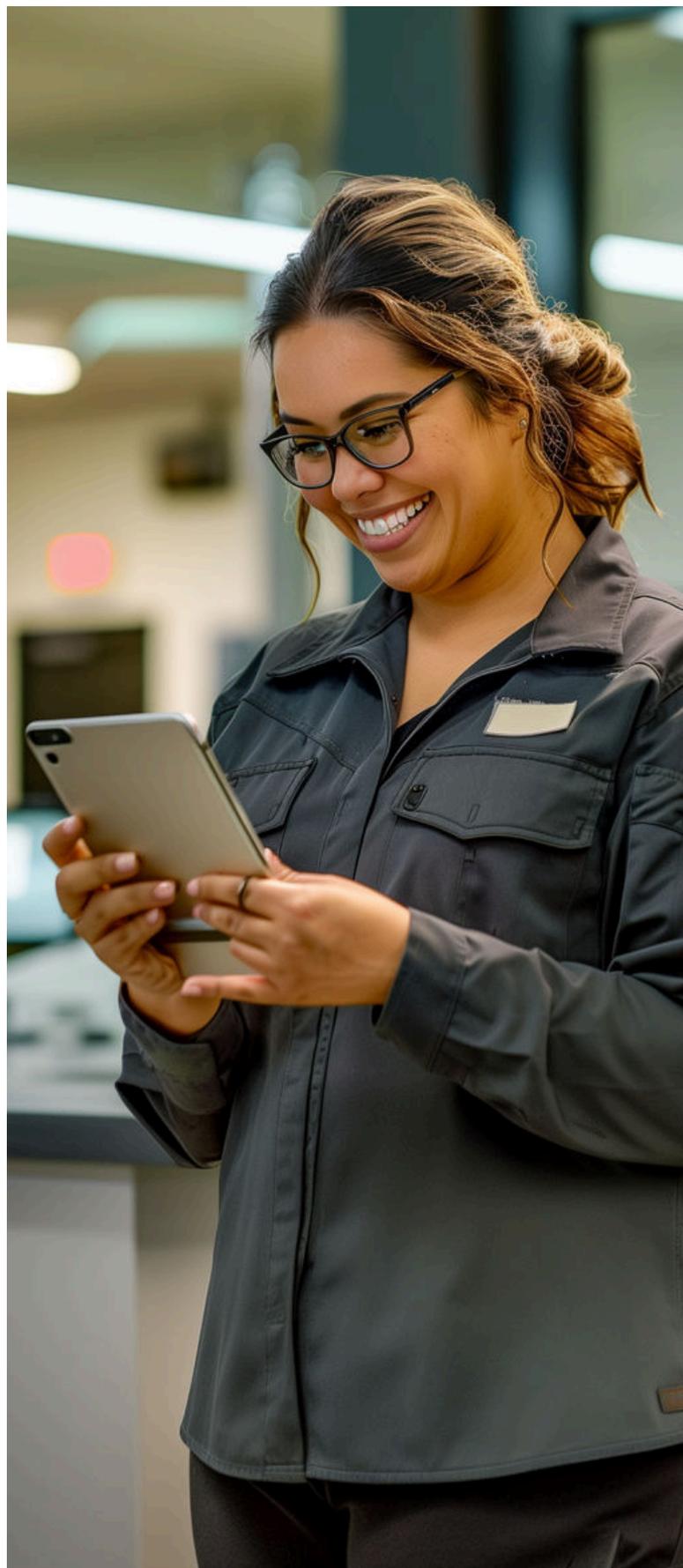


## Understanding Facilities Maintenance Training Challenges

Creating a culture around training helps you [attract and retain valued employees](#), according to the University of California at Berkeley. With today's workforce increasingly expecting career development opportunities, more and more pressure is put on leadership to train and upskill their team from within. A Gallup poll found that nearly nine in 10 millennials say [professional development or career growth opportunities](#) are very important to them in a job, and career growth opportunities are the number one reason professionals give for changing jobs.

However, training in the facilities maintenance industry can be difficult; roughly 80 percent of all businesses experience challenges related to training technicians which lead to a lack of engagement and productivity. Here are a few reasons why:

- **A Diverse Skill Set:** Maintenance personnel need a wide assortment of skills to maintain modern facilities and are expected to have technical, analytical, diagnostic, and communication skills while also paying attention to detail, avoiding potential hazards, and being efficient. Effective training needs to be comprehensive, but employees don't want to waste time on things they already know.
- **Rapid Technology Innovations:** Equipment and technology are evolving at a heightened pace in everything from HVAC to power management, creating a double-edged sword in facilities maintenance training. While many are improving efficiency and sustainability, technological advancements often outpace traditional training methods.
- **A Lack of Standardization:** Many businesses haven't created a standardized training program, which makes it difficult to grow with employees or scale as the business grows.
- **Time Constraints:** Leadership and maintenance teams are busy. They are frequently in the field, so it can be hard for them to attend on-site training and expensive for employers to remove them from revenue-generating work.





## Stepping into the Future of Facilities Maintenance Training

Training is undergoing a transformative shift as solutions become increasingly dynamic and technology-driven. Employees also have greater expectations of training as they look to create career paths and progress in their roles. Today's training needs to include:

- **Immersive Learning:** The simulation learning market is increasing rapidly, with virtual reality and artificial intelligence providing engaging training environments for hands-on learners to practice skills in a safe, controlled environment. Interplay offers immersive maintenance training, giving learners the opportunity to experience realistic virtual reality and simulation-based scenarios, which enhances knowledge retention, engagement, and skill building.
- **Gamification:** Adding a competitive element to learning can make training more enjoyable and engaging. By incorporating game elements, such as points systems, challenges, and leaderboards into training, leadership can drive engagement and increase motivation for their teams. Gamification also provides instant feedback and allows employees to track their progress. Interplay has gamification features, including a team leaderboard and points competitions, so employees can approach their training like an interactive game.
- **Personalized Learning Paths:** A one-size-fits-all approach is often ineffective and can waste time if technicians are covering information they either already know or is irrelevant to their position. By leveraging assessments to understand the skills of every member on a team, leadership can tailor training programs to individual needs, enhancing engagement and improving learning outcomes. With [Interplay's career development platform](#), leadership can track progress, identify areas for improvement, and provide scaffolded support to meet techs where they are to help them grow their skills and advance in their careers.
- **Targeted Interventions:** Data analytics and custom reporting allow supervisors to quickly identify knowledge gaps and assign specific, relevant training. Being able to intervene can increase safety, reduce the need for callbacks, and prevent bigger issues down the road. Interplay's suite of [powerful measurement and engagement tools](#) gives leadership the ability to assess their teams' skills and customize learning based on their unique needs.
- **Emphasis on Soft Skills:** While technical skills remain crucial, there is a growing emphasis on soft skills training, especially for technicians. Communication with customers, problem-solving and even knowing how to take notes on a work order are all paramount to an employee's and the business's success, so many organizations are investing more in training related to interpersonal communication. Interplay has created training designed to improve communication and ensure technicians are well-versed in customer service.





## Emerging Trends in Facilities Maintenance Training



### Remote and Online Learning:

Leadership shouldn't have to compromise where they allocate resources. They need flexibility to assign training no matter where their team is. Online learning enable teams to learn on the go, giving them increased access to the tools they need to do their job safely and effectively.



### Blended Learning:

A hybrid approach that combines traditional in-person training with digital learning solutions gives employees a more flexible and comprehensive training experience that also caters to various learning preferences and enhances training's overall effectiveness.



### Certifications:

Employees are looking for career pathways, so certification and credentialing programs are important as they progress in their careers. They also provide peace of mind to leadership, ensuring employees are knowledgeable and trustworthy.



### Collaborative Learning:

Shifting the dynamic from training-centered instruction to employee-centered interaction encourages learners to engage in discussions and share knowledge. Collaboration promotes critical thinking and communication and prepares employees for real-world interactions.



### Microlearning Modules:

Short, on-demand bite-size learning allows employees to train in focused bursts that they can integrate into their day, even when they have limited time windows. Bite-sized lessons can also be easier to digest and retain, making learning more effective.

## MICROLEARNING IN ACTION

**4X**

higher training  
engagement  
rates with  
microlearning

**50%**

better  
knowledge  
retention with  
microlearning

**85%**

of leaders expect to  
embed micolearning  
into employees day-  
to-day experiences



## Overcoming the Obstacles

Addressing training challenges requires a multifaceted approach, including flexible delivery, tailored learning paths, and ongoing assessments. Let's examine common obstacles and how to overcome them

 <h3>Lack of Resources</h3>	 <h3>Diverse Learning Styles</h3>	 <h3>Time Constraints</h3>
<p>Budget constraints often limit the resources for costly training. This leads to insufficient training materials, outdated equipment and a lack of qualified trainers. Tapping into online learning solutions that help you identify critical areas for training can be a great cost-effective solution.</p>	<p>The facilities maintenance workforce is often diverse in terms of age, experience, and educational background. Training programs need to be flexible enough to accommodate different learning styles and paces and knowledge levels.</p>	<p>Programs that allow employees to learn at their own pace and on their own time can alleviate time pressures. Integrating training into daily routines, such as through microlearning, can make training easier.</p>
 <h3>There is a Lot to Learn</h3>	 <h3>Relevant Information</h3>	 <h3>Lack of a Career Path</h3>
<p>Facilities maintenance employees have to cover a variety of disciplines, which can make training overwhelming for learners. Determining where employees need training and breaking learning down into bite-size pieces keeps learning manageable.</p>	<p>Employees don't want to waste their time, so training needs to be relevant to their current roles and fill in their knowledge gaps. Assessments can identify what employees already know and what they need to learn.</p>	<p>With opportunities for growth becoming more important to employees, creating a clear career path can help. Establishing a training path can also enable employees to visualize the next steps in their careers and incentivize them to learn and do more.</p>

## 4 TIPS FOR DEVELOPING CAREER PATHS

1

Evaluate Skill Level and Identify Gaps

2

Develop Clear Communication Strategies

3

Create a Skill Development Plan

4

Provide Consistent Feedback Loops



## Meeting Expectations

Facilities maintenance training is essential for ensuring that maintenance personnel are equipped with the knowledge and skills they need to perform their duties safely, confidently and effectively. Expectations surrounding training are changing, and employees want flexible opportunities to learn while gaining knowledge that can advance their careers.

In response, today's employers can't overlook the importance of a training program. Time and resources are essential when rolling out training, but they should be seen as an investment rather than a cost. Opportunities to learn and advance can help attract and retain talent, which reduces the costs associated with hiring.

Trained personnel can quickly identify and address potential issues before they escalate into significant problems that can negatively impact the bottom line. Enabling employees to respond proactively can minimize downtime, ensure all systems operate smoothly, reduce the need for callbacks, and increase efficiency. More importantly, maintaining equipment and infrastructure helps businesses avoid costly interruptions or downtime.

## Let Us Help

Training is essential, but not all training is created equally. To get the most out of your time and resources, you need to embrace the latest training solutions that allow you to customize training to each employee's learning needs, styles, and availability. Leveraging technology will help you take advantage of cost-effective solutions to accommodate diverse learning preferences and overcome logistical challenges, such as geographical constraints or scheduling conflicts.

Interplay offers a one-stop shop for maintenance training, with 500 hours of on-demand expert-led videos and 3D/VR simulations in commercial HVAC, electrical, plumbing, and safety, as well as powerful management resources including skills assessments, custom learning paths, and a powerful suite of measurement and analytics reporting. We help you identify skill gaps in your employees and give you the digital tools you need to reach your employees and empower them to learn wherever and whenever they want.

The future of training is here, and it is easier than ever to provide cost-effective, customized solutions that not only ensure your employees are trained but also boost employee morale and increase retention.



## Stay Ahead of the Curve With Interplay

Transform your maintenance training.  
*Contact our team to get started.*

**Contact: [sales@interplaylearning.com](mailto:sales@interplaylearning.com)**  
or visit [interplaylearning.com](https://interplaylearning.com)