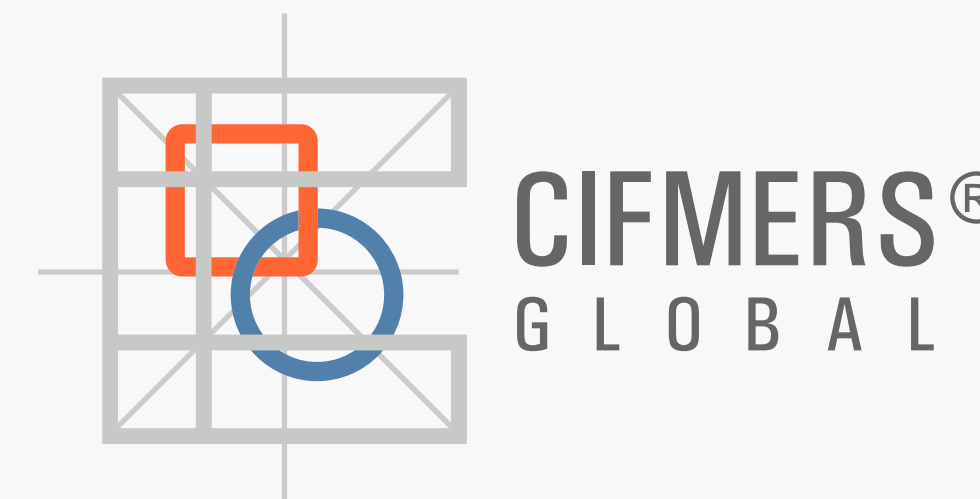




Interview with: **Carolina Pérez**

General Manager at Contract Workplaces Chile



Today we interview Carolina Pérez. Carolina is General Manager at Contract Workplaces Chile and she will participate in the next edition of CIFMers Latam in Buenos Aires. Today she shares with us her FM vision in Workplace.

1. From your point of view, how is the workplace evolution? What should a Facility Manager consider in this context?

The way of working has changed in recent years and this is no longer a novelty for anyone. Collective, collaborative and social activities are increasingly relevant for companies and organizations that understand that creativity, innovation and competitive abilities are produced in the interaction between their team members. The individual task does not disappear, but in a world of greater complexity and integration, this is not enough by itself.

Today, workspaces are more demanding: not only they should be functional to the different activities that their users require, but also to other sort of variables such as reflecting the organization identity, its values, being welcoming, producing wellbeing, pride and belonging, among others. Definitely, the workspaces are becoming the support of a work and life experience. This is today the great challenge for the Facilities: transcending the operational look of the operation to become a facilitator of the people experience.

2. From your position in the company, what are the challenges you face in your day to day?

There are several challenges that we face today who are in the conceptualization, design and construction of workspaces. One of the main challenges is always to understand each client as a unique case, not only in terms of functional aspects but also and especially in relation to their identity, culture and values. And this requires maturity, a trained team that is able to observe and listen to articulate a project customized to each organization.

Another important challenge is to keep permanently updated in relation to new trends, from the formal and the conceptual point of view to understand when and how to apply them in each case. There are no recipes, each case is unique and it is necessary to know what applies and what definitely not, at least not yet.

Another important aspect in what we do is teamwork. And this, which is such a fashionable concept today, is the least obvious in the world. It is a permanent learning that becomes more complex when different generations and cultures interact, with shorter and shorter response times. In our activity, it is not possible to achieve coherence in the work we develop if we do not work as a team. The good news is that when it is achieved, it not only impacts positively the project outcome and the customer satisfaction. It also impacts on the satisfaction of the team reinforcing the sense of purpose in the work that each one develops in their day to day.

3. Worktech return to Latin America thanks to Contract Workplaces. Could you explain to us what the purpose of this meeting is?

The Worktech conferences are a window to look at the world that is coming to us and the future that is already here, although we do not always notice it. It is the opportunity to hear first-hand the relevant actors who are thinking about technology, spaces and people under a new paradigm, changes that will impact on our ways of working and generating value. The challenges for those of us in this activity will also be explored.

The next editions of Worktech Latin America will be on November 23rd and 29th in Lima and Bogotá, both with an unforgettable program (<http://contractworkplaces.com/worktech/>). This event brings together senior professionals in the Real Estate, Facility Management, technology, executive management and HR areas, as well as senior executives, architects and other specialized professionals, in a unique opportunity to generate networking within an ideal professional environment to promote contacts and new business.

Desde Contract Workplaces estamos convencidos que Worktech es un evento ineludible para aquellos profesionales que procuran estar a la vanguardia de las nuevas tendencias laborales y de la gestión de espacios de corporativos; es el lugar de encuentro obligado para que aquellos que quieren comprender el futuro del trabajo.

From Contract Workplaces we are convinced that Worktech is an unmissable event for those professionals who try to be at the forefront of the new trends and the management of corporate spaces. It is the compulsory meeting place for those who want to understand the future of work.

4. In CIFMers Latam you will lead the Workshop "Experience in the workspace, a challenge for the Facility Manager", what will the delegates find there?

We will invite delegates to think about the purpose of the FM role, in order to transcend the operational view put on the infrastructure and discover opportunities from their role to facilitate the users wellness, to achieve a suitable work experience for each organization, focusing on people.