

Newsletter

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The Newsletter for facility management professionals

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President's Podium *Say Something Profound*



As I complete the twelfth month of my term as Chapter President, I am searching for something significant to write about. What can be more profound than life in the United States after September 11th?!

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Mark Your Calendar

May 18, 2004

Tour of Kansas
Speedway

June 3, 2004

Annual Golf Outing
Painted Hills Golf
Course

July 20, 2004

So You Want to
Build a Building
Christ Community
Church

Directly or indirectly, we have all been affected by the terrorist attack in New York. We wait and wonder. Will there be another attack in the United States? When? Where? How many people may be killed or injured? How long will it take to capture bin Laden? Who will succeed bin Laden and how long will it take to neutralize him? How long will our young soldiers, sailors and airmen be fighting World? Will the coalition against terrorism have the strength and stamina to persend of terrorism?

Locally, we wonder when will the stock market stabilize? When will the rate of p bankruptcy slow? When will companies stop laying off workers? How will our r the declining value of their pensions, pay their bills?

There are other more profound and perhaps naïve questions to ask such as: When World dictators put the people first? When will the World realize we have the tec skills and know-how to provide food, clothing, shelter and medical care to every World? When will all leaders grant their people the right to an education, free sp freedom of religion?

As bad as things may seem to us in the United States right now, we should get do knees and thank God for the Constitution and Bill of Rights. We have the inalien life, liberty and the pursuit of happiness.

As we approach this holiday season, let's pray that there will be peace and goodv

the World. Let's pray that President Bush, Congress and the other World leaders us against terrorism light the way for the rest of the World to follow.

Shalom!



Alan Bram, President
Kansas City IFMA Chapter



Where I am - - Where I want to be

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Well, another year is wrapping up and I have the privilege of providing an article newsletter of the year. Now some of you may suspect that I chose the last newsletter an article because I am a procrastinator and did not wish to do anything sooner than absolutely had to. I would propose that it gave me an opportunity to write on a a little more abstract. Besides, December was the only date available when the sign passed around. But I digress.

When searching for a topic, I truly empathized with our President, Alan Bram, who searches for a topic each month and carefully articulates his position. So, what do you care passionate about and what would be germane to you? At this time of year, reflecting on the very important, but even more so than looking back, is to look ahead. Now this is not about some diatribe on "New Year's Resolutions," but rather designed to stimulate you about "where you are and where you want to be."

A few months back, I watched a movie on cable called "Holy Man" starring Eddi Murphy. For those of you who saw the movie, don't stop reading, I know the entire movie sub par. But there was a line from the movie that stood out and I still clearly recall Murphy's character, "G", was pointing out how special life truly is and that we are here on earth that long. To drive his point home, he said, "If you are lucky, you are here for 75 summers, 75 winters, 75 falls, and 75 springs, and if you look at life from that perspective you are not really here that long." Now, first off I think the average life expectancy is 75, but you get his point.

So, do we not owe it to ourselves to often do self-assessments? Many of us are required to submit annual budgets for our work. We evaluate our resources, assess our long-term and short-term goals, and formulate a plan to accomplish these goals. We also, through reference our numbers to see how we are stacking up. How many of us invest in our personal development? Often times it is not until some change is forced upon us that we take stock of ourselves, and, although that is a good time to take a hard look at ourselves, we not be more proactive than reactive when deciding where we want to be?

So where do we start? David Hibbard, President of Profit Techniques, a motivational consulting firm, states that it all starts with your dream. What are you truly passionate about? What is your "touchdown" in life? If you don't know, that's OK, but you do need

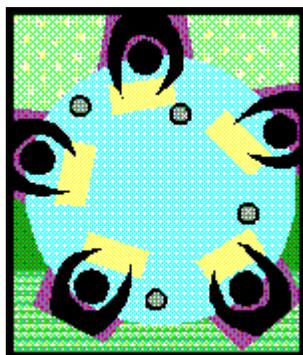
time to figure it out. Go to a special place, mentally and physically, and think about what you have to visualize what you want and what you want to be doing. Next you have to make sure that you have the intent, the focus to get where you want. If you find that you do not have the level of determination needed for your dream, then most likely it is not your big dream in life. Reassess your dream and try again. Finally, you have to make sure you have the vehicle to get you there and, no, I am not talking about your new SUV, but rather about the vehicle you're doing today the right vehicle to move you closer to your dream.

Pretty heavy stuff, eh? Well take it in increments. It is a lot easier to make goals in stages. Decide what your dream is and make a set of goals, say three to five - that you work toward your dream for the next 12 weeks. Now, I also think it is appropriate to consider how important it is once you establish your goals that you keep your promise to yourself. Number one issue in self-confidence is trusting yourself, and, in order to trust you have to live up to your own commitments. It is fascinating to me how people will tell me it takes a long time to live up to their commitments they make with others, even total strangers when it comes to the most important person, you, we often sell ourselves short and regret it twice about it. You will also find that once you accomplish your first 12-week goal the next 12 weeks get easier and so on. You not only move closer to your dream, but you also learn about yourself.

A few other tips from David in meeting your goals: Take 110% accountability for your actions; avoid negative people; and the big one - be ready, willing, and able to forgive and not just others, but also yourself.

So, pretend your boss is there wanting you to complete this whole new budget, or pretend the boss is you and your budget is your personal plan for life. Good luck and be successful.

Tony Mannella is President of Spectra Contract Flooring and has served the Kansas City IFMA as a Board member and as Vice President of Membership this year. He can be reached at 913-261-1111 or email at tony.mannella@spectracf.com.



NOVEMBER PROGRAM REVIEW

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Thanks for joining us for the November Kansas City IFMA meeting at Yellow Se Overland Park. We had a really good turn out, as the round table discussions are a popular type of meeting. All enjoyed the lasagna. There were five round table discussions were available for each to choose. Each attendee was able to select three of the fi

each discussion period lasting twenty minutes. The round table discussion and program as follows:

Peter Wieczkowski and Sandy Renz gave us insight into their processes they underwent moving Hoechst Marion Roussel to their new east coast headquarters of their new company. They walked through their facility shutdown plan and talked through things they should plan for in this transition time. They said communication was of the utmost importance and a weekly support group meeting really helped to stay on top of key responsibilities.

Robyn Staggs of Otis Elevator shared with us the new requirements for the State of Missouri and the City of Kansas City elevator inspections. It is now required to have both a state and city inspection. The state will send out a letter beginning in 2002 if you haven't had your inspection yet. You will have thirty days to get your repairs done and possibly longer if it is a safety issue. If your company can't afford the repairs, there will be some leniency given information for those who own their buildings and are responsible for elevator maintenance.

Sue Mosby of CDFM² led us in a discussion of how to change the way the World of Work in the industrial age started creating meeting rules – at that time, the emphasis was on persuasion. These are not necessarily the results we want today. In the technology age, we are leaning more towards understanding, connecting, learning and insight. Different meeting environments were discussed and looked at to see what kind of meeting they would be and how they would be influenced by the furniture and design of the space. Change is hard but there are many changes that can be made.

Orman Enke presented on the disaster recovery plan that Fortis Insurance worked on. Orman guided his group through discussions of items that could keep you out of business for two to six business days, through things to consider in the event of a complete disaster. Orman thought it was very important to have senior management commitment with a disaster recovery plan. At Fortis, it became an important part of the company because upper management made it a priority. One of the important things to remember when considering whether or not to have a disaster recovery plan is, "what it would cost your company if it didn't have a plan."

Vince Sabia of Right Management Consultants was a late addition to our discussion on Career Resilience and the Importance of Networking. We have many members who are in transition now because of business closing or downsizing. Because of this, our leadership would be a good idea to add a topic to our discussion groups to help deal with the transition. Vince spoke about taking stock of what you have enjoyed doing in the past and where your strengths lie. If you were doing detail work and you are a more spontaneous person, you should look toward a new job with more possibilities for spontaneity. When your job matches what you like to do, you will find your strength.

Thanks to all our presenters and to those of our membership who came and shared their experiences, as well.



Diane Bashor



Becky Beilharz



Orman Enke



Peter Wieczkowski and Sandy Renz



Robyn Staggs



Sue Mosby



Vince Sabia



DECEMBER PROGRAM PREVIEW

Annual Holiday Party

Date: Tuesday, December 18

Time: 4 p.m. to 7 p.m.

Where: Scott Rice Office Works The Knowledge Center
14720 W. 105th St.
Lenexa, KS

Cost: Members – No Charge! Guests - \$20 per person

RSVP: To Sandi Smith, 913-227-7773 by December 11

Directions to The Knowledge Center:

Take the K-10/I-435 West exit (exit number 222B). Merge onto I-435 North. Take exit number 1A towards Lackman Road. Turn left onto West 101st Terrace. Turn left onto Lackman Road. Turn left onto West 105th Street.





November 9, 2001

In response to recent corporate layoffs, the Kansas City IFMA Chapter would like your involvement and provide additional support to those members who are in a career transition. We realize that during times like these networking and education are key elements to a successful transition. To assist with this effort, the Kansas City Chapter established a “**MIT PROGRAM**”, which stands for members in transition. The program will allow each transitioning member to attend monthly program meetings at no charge during their career transition.

The second part of our effort will involve updating the Job Bank portion of the chapter website. We anticipate adding links to professional career development sites, career counseling services, and other helpful resources. The final piece to update our Job Bank will involve your input. We would like each member to e-mail us with any career search or job openings that you are aware of. Please e-mail all requests to our Chapter Liaison, Scott Quarterson at [rsquwagner.com](mailto:scott@rsquwagner.com).

Thirdly, IFMA National has also responded to our requests for help by offering flexible payment schedules to those members in transition. National has tentatively agreed to offer quarterly payment schedules, as well as delayed payments for those who need help with their dues.

Sincerely,

KC IFMA Board



CFM – Certified Facility Manager

The only reliable global standard for recognizing the achievements of facility managers

The CFM Exam – Are You Ready?

Study Group Being Formed

Attention Kansas City IFMA Members! If you have ever thought about pursuing professional certification, there will be no better time to make the decision than now. Members of the Kansas City Chapter are pooling their expertise to form a study group to prepare themselves to sit for the CFM exam. We will meet together for a couple of weeks for ten weeks to gain insight and knowledge into global aspects of facility management. Our Group Facilitator will be Teena Shouse, CFM, General Manager of Employee Services at Sprint, who is a Board Member of the Kansas City Chapter and who is also a member of the IFMA National Board. Teena is a registered instructor with the IFMA organization and has agreed to lend her expertise to our study group. We will meet at the Sprint Campus Center on Tuesday afternoon/evening per week from 4:30 to 6:30 p.m. for six to eight weeks of self-paced study. The goal is to be prepared enough to sit for the exam at the end of the study session. Class is limited to the first 25 enrollees.

If you are interested and would like to have your name placed on the Interested List, please place a name tag reserved, please notify Linda DeTienne with NCRI at detienne@ncricat.com



Member Profiles

Name: Robert Rives, CFM

Professional Position: Facility Services Coordinator, Community of Christ, World Headquarters, Independence, MO.

Education: Public Administration, University of Arkansas, Fayetteville

Job Responsibilities: Coordinator of Facility Services, responsible for environmental services (housekeeping, laundry, event support team), maintenance, security, transportation, and grounds operations. Oversight of 1.5 million square feet located throughout nine buildings.

Current Challenges: Achieving operational efficiencies for The Groves, a 300-resident skilled nursing home.

Proudest Accomplishment: Surviving each day!

Continuing Education: Continuing education for a facility manager is mandatory.

Why: Knowledge and experience is the key to success. One must first have a firm foundation of understanding in order to make one's experiences productive and worthwhile.

The Last Good Book I Read: Prayer of Jabez (Wilkinson)

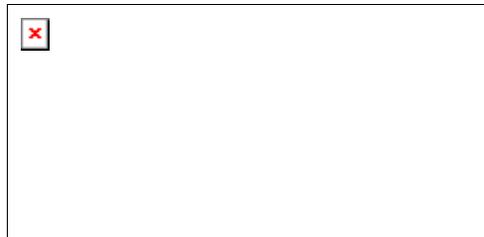
What Busy Part of the Day Do I Find Most Challenging: Finding more quality time to spend with my team and those actually performing the work.

What one word best describes your reaction to 9/11: Painful

I am Proud to be a part of the facility management profession because: We bring value to our organizations by creating and maintaining spaces which are productive, comfortable, safe, and useful as well as places of solitude, reflection, worship and peace.

The car I used to have that I wish I still had: 1967 MG-C, a little 6-cylinder convertible. It broke down at least twice every day, and that was how I learned how to work on mechanical things.

Customer focus: Having the desire to provide excellent customer service is not optional.



Member Profiles

Name: Dennis Adams

Facility/Workplace: Sprint, Renaissance Buildings, Del Sarto

Education: Some college

Family: Wife, two preschool children

Job Responsibilities: Facility management for Kansas, Missouri

properties with Sprint.

Current Challenge: Staffing for handling maintenance in remote sites.

Proudest Accomplishment: Part of the team that opened Sprint World Headquarters Campus.

What current trends disturb or concern you in the FM profession: The outsourcing would be my biggest concern.

I will clear my schedule to watch the following show on TV: If Walls Could Talk on HGTV.

What busy part of your current or previous job do you enjoy the most: Project management, freedom to move about.

False statement: Putting up wallpaper with a spouse or friend is enjoyable.

Strangest Flea Market Item: I'm not sure; I have seen a lot of strange items.

Did you Buy the Item: NO

I am proud to be a part of the FM profession because: This is the type of profession people take seriously. I work alongside people that are proud of their work, and contribute greatly. These are people that seldom receive recognition yet still move forward. That says a lot. I am proud to be associated with them!



CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager). Can you answer it?

A clerk calls you to say that she spilled a full bottle of photocopier chemical on the floor. What is the first action you should take?

- A. Arrange for the cleaners to respond immediately.
- B. Advise the clerk to evacuate the immediate area and tell you what chemical was spilled.
- C. Arrange to shut down the mechanical systems on the floor until the spill is cleaned up.

D. Evacuate the entire floor until the spill is cleaned up.

Answer to last month's question: C. Potential health and safety hazards.

Quick Pix

Members in Breakout Groups







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