

KC IFMA fosters a culture for the open exchange of wisdom,
knowledge and experience, within the FM profession.



President's Podium "White-Out Monday"

Mondays are tough days for almost all of us, and my past Monday was no exception. Companies all have different ways to obtain and pay for services. I had an incident occur that has left me re-thinking our processes and what we need to change.

I recently took bids for some new landscape work to be done in the front of our building. As usual, everyone in my company takes way to long to agree on what they want and how much they are willing to pay. Then, the next crisis becomes getting the work completed in the timeline needed. When everyone finally said go, I made a vendor selection and scrambled to get the purchase order written. I could go on for pages debating how well I think Purchase Order systems work (or don't work), but that was not really the problem this past Monday.

I had my purchase order written and into our purchasing department, emphasizing my deadline to have this work done is now only seven days away. The next four days are spent with voicemails from Purchasing telling me that we are still waiting for a Certificate of Liability from the landscape contractor's insurance company. The insurance certificate arrives, the work is done on time and to everyone's satisfaction, happy ending.

For some reason, all the waiting on finalizing the paperwork with the landscape company made me decide to double check the file for a current certificate of insurance on the company that was performing our lawn mowing. We had used these gentlemen in years past, but had just recently brought them back in as a vendor. The thought occurred to me that maybe someone had failed to update their file. I was correct; there was no current insurance information. I then contacted (we will call him) Mr. Smith and told him that I did not have a current certificate of liability on file for him. The next week when he came to mow, I checked with him to see if he had the paperwork. He informed me that his agent was ill with pneumonia and he had been unable to get the certificate. The next Monday (our mow day) I had my staff watching for his arrival with instructions to radio me when he arrived. The call came in and I went outside to speak with him. I told him that his contract would have to be suspended unless he had brought the documentation. Mr. Smith pulls from his back pocket a copy of his policy stating that the agent was still ill but he had photocopied his policy for us as proof.

With documentation in hand, I went to visit our company attorney. The two of us placed a call to the insurance company to confirm our suspicion. Mr. Smith had done a fine job of using the whiteout, but a poor job of having the type style match the rest of the photocopied document when he inserted new dates. The insurance company confirmed that his policy had lapsed over a year ago. Mr. Smith admitted this when I confronted him on having no insurance and he seemed very surprised that we had actually called to verify the information.

Contents

[President's Podium](#)
[Focus Feature](#)
[Good News](#)
[July Meeting Preview](#)
[Affiliated Organizations](#)
[New Member Luncheon](#)
[CFM - Certified Facility Manager](#)
[2003 Membership Drive](#)
[Staying Competitive](#)
[June Program Review](#)
[Upcoming Meetings](#)
[CFM Question](#)
[Quick Pix](#)

So, you ask what changes will be made. For starters, I am requesting that a copy of insurance certificates be retained in our files in Facilities, along with Purchasing. Secondly, whenever a new PO is issued for a vendor, they will be checked off a list to make sure no one slips through the crack. Coincidentally, just prior to last Monday, the purchasing department decided to make some personnel changes in their department. Mr. Smith is not working for us any longer, and we have a new vendor with a current certificate of liability.

Donna Koontz, President
Kansas City IFMA Chapter



[Back to Top](#)



FOCUS FEATURE

E-Talking Essentials Communication Tips to Live by, at Work and at Home

Text by Keasha Palmer

In spite of all the high-tech tools available to us, communicating today is often a matter of miscommunicating -- incomplete voice-mail messages or misguided e-mail notes that are not only annoying, but rob us of one of our most precious commodities: time -- time explaining to one another what should have been clear in the first place.

How can we make sure today's technology works for us, not against us when communicating with each other? Here are some guidelines that will help.

1. Slow Down

Have you ever pushed the "send" key on an e-mail then realized you forgot to attach the file you were sending? Do you know why we do that? Because we're going too fast. In our rush to make meetings, hit deadlines, return phone calls, and pick up kids, we're always in a hurry. Next time you're e-mailing or calling someone, make a conscious effort to slow your pace. Think before you act. Review before you send.

And please, when you're leaving your phone number on answering machines, say the numbers very slowly. Pause after the first three digits; pause after the next two and so on; then repeat the number again at the end of your message.

2. Be Prepared

Before you pick up the phone or type an e-mail, plan ahead. Make a list of questions you need to ask or thoughts you want to include. Have the file in front of you in case the person you're calling has questions. And if you're contacting a company about something, have your account number and other pertinent information handy for the automated system that asks for it.

3. Know thy Audience

Janice Walker, co-author of "[The Columbia Guide to On-Line Style](#)," says not knowing your audience is the biggest problem in communicating today. For example, art directors and designers are visual people; they prefer images to text. When composing e-mail messages for this audience, being brief becomes doubly important.

If you're writing to friends and family, you can be flip and funny. If it's your boss or clients, it's better to be business-like. Remember, too, that your audience may be larger than you intended -- people may forward your communication to others. So don't get sloppy. Proof e-mails for grammar and spelling just as you would a traditional paper memo.

Walker says that knowing your audience today also includes knowing what kinds of hardware or software applications they may be using. To be safe, she advises going for the lowest common denominator when sending files via e-mail. Whether they are a Mac or PC user, most everybody can open a .txt file.

4. Make it Easy

When I e-mailed an author on how to communicate effectively using e-mail, he wrote back: "It would be easier for me if you NUMBERED your questions." (Ok, ok, but did he have to yell at me?) The point is, people are busy. Increase your chances of getting the information in a timely fashion by making it easy for them to respond to you. And use e-mail [etiquette](#) to make them want to respond to you.

Make your subject lines in e-mail as specific as possible. Make sure the content of your message is clear, complete, and logical.

If you're leaving a message on voice-mail, say exactly what you're calling about or what you need from the person. Don't be vague. Instead of leaving it with "I'm calling about the Greenbrier project..." include the precise info you need: "...can you let me know when the widgets are going to be delivered?" And don't forget to include the time and date you called, along with your phone number.

At home, make sure the outgoing message on your answering machine includes your name so the caller will know if he has the wrong number. And keep it short--we don't want to sit there for five minutes listening to how sorry you are you're not home. We just want to leave a message.

5. Choose the Right Tool

We're so used to using e-mail these days that we sometimes forget the phone might actually be more efficient in certain situations--like when a quick back-and-forth conversation may lead to an action: "Did you get the proofs? When can I see them?"

And sometimes that good old-fashioned fax machine is just the thing. For instance, I discovered a great way to communicate with my mother's doctor's office is via fax--I fax the nurse what I need; she calls me back.

So before you automatically reach for whatever type of equipment is handiest, ask yourself, "Is this the best tool for the job?" Keep in mind, too, what Bly says about all this hi-tech talk: Sometimes you just can't beat a face to face conversation.

Reprinted from Herman Miller's Jugglezine, an e-zine about balancing work and life.

[Back to Top](#)

Good News!



**Congrats to this Chapter's newest CFM,
Dennis Adams, Facility Manager with Sprint!!**

[Back to Top](#)



JULY MEETING PREVIEW

By Diane Bashor, CFM
Program Committee

Our July meeting will be held at the Westwood City Hall, which is located at 4700 Rainbow Boulevard on the southwest corner of the intersection of 47th and Rainbow Boulevard. The meeting will be from 11:30 a.m. - 1:00 p.m. on July 15th. Our presenter will speak to us on technology and how it is affecting the facility manager.

This will be a meeting to which you will want to bring your information technology aficionado. Our presenter will be Ron Bendian, who has over 25 years of information technology project management experience coordinating the design and relocation of critical building technologies, including data center design, voice and data networks and audio-visual, security, life safety, and paging systems.

Ron has been involved in the design and relocation of technologies supporting major Kansas City building projects for Hoechst Marion Roussel (now Aventis), Utilicorp United (now Aquila), Universal Underwriters Group, American Academy of Family Physicians, TranSystems Corporation, Butler Manufacturing Company, and US Central Credit Union. He has managed the construction of a critical data center of the tallest high rise in the middle of downtown Denver for Duke Energy Field Services.

Ron's presentation will be in three sections:

- IFMA's Ninth Competency, Technology

IFMA is recognizing the important role technology plays in our daily responsibilities and the success of our facilities. Ron will present how IFMA's CFM competencies will be changing.

- CSI Master Format - Biggest Change in 40 Years

Architects and general contractors will be asked to take more responsibility for the design and implementation of technologies in new and renovated facilities. Ron will present what the changes are and how they will affect the design/build industry.

- Making Buildings (and People) More Productive

Ron will offer a number of suggestions related to how facility managers can make their

buildings more productive. Many of the suggestions address how technology is viewed and how they can better interact with their internal technical departments. All the suggestions provide for a better managed project resulting in a more productive building.

So bring your techies with you and get ready to jump into the next phase of technology.

Directions to Westwood City Hall:

Rainbow is one block west of State Line, and has an exit from I-35 for those coming from the North or the South. There is also access from Shawnee Mission Parkway. Parking is accessed from 47th Street; there are approximately 50 parking spaces plus some adjacent street parking, so we encourage carpooling.

[Back to Top](#)

AFFILIATED ORGANIZATIONS

In May, members of our chapter met for lunch with representatives of six industry affiliated organizations. The purpose of the lunch was to discuss the potential collaboration of the various groups on future educational and program opportunities. The other organizations all seem to have the same basic education and program structure as IFMA. All agreed that sharing of calendars would benefit the membership of all groups. The organizations in attendance were AIA, BOMA, DBIA, IFMA, IIDA, IREM, and PEP. The groups have planned to meet on a quarterly basis. The event schedules will be shared on a monthly basis and will be posted in the newsletters and web sites.

If you are a member of a professional organization that offers educational events, please let our Chapter Liaison, Ron Burns with Color Art, know about them. Email the information to rburns@colorartkc.com or call him at 913-888-6464, ext. 213.



KC IFMA members and industry reps meet for lunch

[Back to Top](#)

New Member Luncheon

By Jim Wilkinson
Vice President, Membership

The Membership Committee and the Board of Directors hosted a Spring new member lunch on Thursday, June 26th at PierPont's in Union Station. The luncheon was well attended and proved to be beneficial for both new members as well as the Board members that were there. Many great topics were discussed, including CFM certification, upcoming programs, committee opportunities, and Board opportunities were among some of the things discussed. We enjoyed some great networking and, of course, the food was excellent. Please join us in welcoming the following new members in attendance:

Dawn Anderson	Betty Miller
Mike Ballard	Jack Miller
Mike Eswein	Bob Stubler
Sherry Gray	Sandy Tarrant
Patrice Lofquist	



Welcome!

[Back to Top](#)



CFM - Certified Facility Manager

By Linda DeTienne, CFM, CFMJ
Vice President - Education

On June 24, 2003, the Kansas City Chapter of IFMA completed the last of seven group sessions in our most recent CFM Study Group. This Spring there were 27 area professionals who signed up for this study review led by Teena Shouse, General Manager of Employee Services for Sprint. Teena is a national instructor for IFMA and also serves on their Executive Committee. She donated her time to lead this group of professionals through the various core competencies comprising the foundation of IFMA's professional facility management role.

To thank Teena for volunteering her time to lead them through the study, the group presented her with an American Tourister computer luggage briefcase, along with a basket of goodies selected specifically for her. The KC IFMA Board added its thanks to Teena by making a donation of \$100 to a charity Teena has been closely involved in: City Union Mission.

In an effort to further encourage those in the study group to pursue the CFM certification, the KC IFMA Board has offered a reimbursement of \$100 toward the exam fee to any of the members of the study group who take the exam by September 1, 2003. It is our sincere hope that most of the members will pursue the certification and take advantage of this incentive.

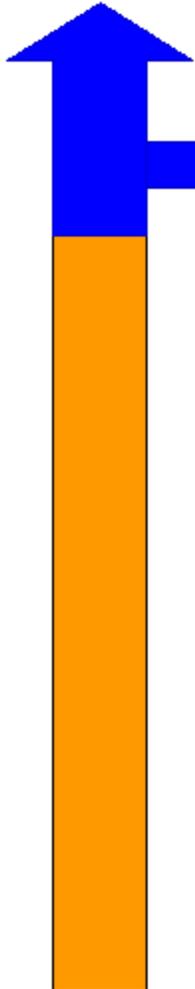
The Kansas City Chapter has more Certified Facility Managers per capita among our membership than any other chapter in the nation. We believe this is because the members of our chapter are truly devoted to the facility management profession and to their own personal development.

For those who missed out on this study session, we are planning to bring the national CFM Review Course to Kansas City this Fall. Watch for more details to be coming soon.



Teena opening gift basket

[Back to Top](#)



IFMA

Kansas City Chapter

MEMBERSHIP DRIVE

APRIL - AUGUST 2003

The *challenge* . . .

bring Professional Members into our Chapter

The *reward* . . .

More talent, more diversity, more professional members AND

FREE MONTHLY PROGRAM FEES!!!

Bring new professional members into our organization
between April and July 2003 and we'll
waive your monthly program fees.

One new Member	One Month Free
Two new Members	Three Months (Total) Free
Three new Members	Six Months (Total) Free
Four new Members	One Year (Total) Free

New Members or sponsors must fill out an application or apply online @ www.ifma.org, click on "Membership" and then click on "Join IFMA". After completing the application, e-mail me at jim@imageflooring.com with the name of their sponsor.

Questions - call Jim at 816-421-9990

[Back to Top](#)

Staying Competitive - Today's Facility Manager

By Galen L. Swanigan, CFM
Education Committee

Today's facility professionals are called upon to provide insight and answers to a wide variety of issues which run the gamut from "what is that smell" to "what is the Facility Master Plan to support the strategic mission of the organization?" To support the continued development of facility professionals, the Kansas City IFMA chapter Education Committee would like to make you aware of a number of educational events currently in the planning process. They are:

- Building For Sustainability, one-day seminar, September 2003
- CFM Review, two-day course, Fall 2003
- Finance and Accounting Basics for Non-Bean Counters, two-day seminar, November 4-5,

2003

- The Real Estate Game, a three-day seminar, April 27-29, 2004



The Building For Sustainability daylong work session will provide an in-depth look at the U. S. Green Building Council's LEED Green Building Rating System TM, including a review of the administrative requirements for registering a building for LEED TM certification, plus an introduction to the new rating systems under development for varying project types. There will be a brief overview of basic strategies that fall under the five primary categories of LEED TM: Sustainable Sites, Water Efficiency, Energy and Atmosphere, Materials and Resources, and Indoor Environmental Quality, followed by an in-depth review and discussion of all possible LEED TM points per category under Versions 2.0/2.1. Both local and national case studies will be presented to illustrate sustainable strategies while emphasizing the integrated roles of the designers, builders and owners.



The Certified Facility Manager (CFM) Review will meet over two days and will provide an excellent opportunity to network with fellow Facility professionals and become more adept in each of the following core competency areas: Operations & Maintenance, Real Estate, Human & Environmental Factors, Planning & Project Management, Leadership & Management, Finance, Quality Assessment & Innovation and Communication. These core competencies form the basis for the CFM exam. Each of these core areas support the goals of IFMA's certification program, which are to assure professional excellence, establish standards for global professional practice, promote the added value of the profession, and influence the future direction of the profession. The instructor for this course will be Teena Shouse, General Manager, Employee Services, Sprint, who serves on the National Executive Committee of IFMA.



The Finance and Accounting Basics for Non-Bear Counters workshop will focus on an awareness and understanding of the universal language of business. By being able to speak the numbers, participants can question, plan, adapt, and innovate based on a solid comprehension of all the factors affecting and driving their organization. They are better able to collaborate, support, and offer additional insights during decision-making and strategy sessions. After completing this course, participants will be able to read financial statements (income, balance sheet, cash flow) to identify the numbers required for planning and analysis; spot areas where financial performance can be improved; interpret budget information correctly; target variances and determine relative degrees of risk; and use financial/accounting data to control costs and manage resources efficiently.



The Real Estate Game will address how to plan the acquisition, development and disposal processes; understand how to develop, implement and maintain the real estate master plan; evaluate and recommend actions on options and alternatives to the master plan; and evaluate and recommend actions on development decisions. Specific learning objectives include: Describing the essential elements of a real estate master plan, describing the steps in the master planning process, evaluating the real estate master plan, identifying the criteria for site selection, evaluating and making recommendations regarding disposals and acquisitions, determining how changes in the economy affect property values, managing the real estate portfolio so that it is consistent with legal, tax and business guidelines, and providing development support

services for other departments.

Please continue to check the KC IFMA website @ www.kcifma.com for further information.

[Back to Top](#)

JUNE PROGRAM REVIEW



Over 135 golfers participated this year, and in term of actual paid registrations, we were one person short of having a full field of 144 golfers. A **BIG THANKS** to all of those that participated and to all of our Corporate Sponsors and Hole Sponsors for helping us to have our most successful outing ever!

**We raised almost \$8,000 dollars this year!
Way to Go KC IFMA!**

The money that is raised each year goes towards the KC Chapter's local scholarship program and also to the IFMA Foundation, to help support their efforts through grants, research, scholarships and educational activities - all directed towards furthering the

Facility Management profession. Another **BIG THANKS** also needs to go out to all of our wonderful volunteers, without whom we would not be able to put on such an event. **The winning teams for this years outing were as follows:**

"A" Flight

First Place



**"A" Flight, First Place Sprint Team members:
Pete Johns, Teena Shouse, Rick Bond, Greg Musick**

Second Place



**"A" Flight, Second Place Milliken Team members:
Ben Rodewald, Kevin Hardin, Scott Reeder, Dave Luebbert**

Third Place



First Place

JP Morgan/American Century

Ed Spaulding
Rob Halpin
Tim Edwards
Paul Gerber

"B" Flight

Second Place

Whelan Security

Wayne Lowe
Jon Mitchell
Michael Dremann
Tayro Christiano

Third Place

**Herman Miller - John A.
Marshall**

Steve Peters
Marc Conner
Jack Tinnel
Tom Patterson

Once again a big round of thanks to all our sponsors, golfers and non-golfer-volunteers, and special thanks to Greg Gladfelter, our Volunteer Coordinator Committee Chair, and to my Golf Outing Co-Chair, Scott Quarterson

We hope to see all of you back again next year ... and until then ... keep your head down, keep that left arm straight, and let it rip!

Sincerely ... your KC IFMA Golf Outing - Co-Chair! "Slammin' Sammy Davidson"



[Back to Top](#)

Upcoming Meetings of Interest to FMs

- July 10, 12 - Building Information Modeling (BIM) from the ArchiCAD Roadshow. Go to <http://12.98.13.110/events/> for more information and to register. For questions, contact tiffany@aiakc.org.
- July 10 - Environmental Excellence Business Network. Owens Corning: Energy and Recycling Improvements for Manufacturing Facilities. Contact Leslie Barland, 816-561-1061, ext. 128 or leslie@bridgingthegap.org.
- July 17 - Partnership for Emergency Planning (PEP) bimonthly meeting. The importance of the Emergency Planning Process, through lessons learned from a training exercise hosted by Overland Park Fire Department for a multi-jurisdictional WMD exercise. Hank DuPont with Overland Park Fire Department and Ken Plante with Lee's Summit Fire Department, presenters. No cost. Time: 8:00 a.m. registration and continental breakfast. Presentation from 8:30 to 9:45 a.m., Overland Park Fire Training Center, 12401 Hemlock, OP, KS. Reservations required. For more information, contact Linda DeTienne, detienne@ncricat.com.

- August 5-7 - Kansas Homeland Security Conference, Kansas City, KS. Focus areas are bio and agro terrorism, cyber terrorism and knowledge sharing. Questions call Col. (Ret.) Bob Ulin, 913-651-2332, email bob.ulink@ks-homelandsecurity.com.
- September - Building for Sustainability. One-day workshop providing in-depth look at the U.S. Green Building Council's LEED Green Building Rating System. KC IFMA will provide more information as available.
- Fall 2003 - KC IFMA will bring the CFM Review Course to Kansas City. Watch for more information
- October 19-22 - IFMA World Workplace, Dallas, TX. For information and registration, go to www.ifma.org.
- November 4-5 - Finance and Accounting Basics for Non-Bean Counters. Sponsored by KC IFMA. Focus on awareness and understanding of the universal language of finance and accounting (NUMBERS) in business. KC IFMA will provide more information as available.
- April 27-29, 2004 - KC IFMA sponsors The Real Estate Game. A national IFMA course being brought to Kansas City for FM professionals wanting to learn more about this very complicated competency area. More information will be forthcoming as available.



[Back to Top](#)



CFM'S KNOW - DO YOU?

Here's the CFM question for the month, and the matching answer can be found later in this newsletter.

Within the decade, clean air regulations will require changes in current transit methods. This will greatly affect companies - especially those in major metropolitan areas. What option would be most effective for heavily trafficked areas?

- A. Mandatory car pooling for companies with more than 10 employees.
- B. A 40 percent reduction in outdoor parking lot size.
- C. Flexible work hours and telecommuting.

D. Subsidized public transportation.

Answer can be found after the "Quick Pix"

[Back to Top](#)

Quick Pix



Sign-up desk



Don't forget your raffle ticket!



Sam Davidson, Event Co-chair, & Course Marshall make announcements

Our great volunteers - Thanks for all your work!



Krisit Furey & Paige Price



Sam Shelhorn & Wes Miller



Susan Moore and Laura Davis



John Harter - hard at work



Greg Gladfelter, our Volunteer Coordinator, counting our proceeds



Dave Gaebler checks his putt line up



Some of our giveaways



Sam & Teena distribute donated items



Stan Smith takes a bow!

Coming soon . . . more golf outing photos under the newly-constructed Photo Gallery on the Chapter website.

Answer to this month's CFM question:
C. Flexible work hours and telecommuting

[Back to Top](#)