

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

December 2000

Resources

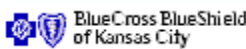
Newsletter

Education

CFM

Job Bank

Contacts



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

Final Thoughts from 2000 KC Chapter President

As I write this my final article as President, many thoughts occur to me about the year just past. We have accomplished some of our objectives and several remain incomplete. We have held several excellent programs and several more are scheduled for next year. We completed our scholarship objective of funding a national scholarship in addition to our local scholarship. The newsletter has successfully moved from paper to web-based, saving the chapter several hundred dollars annually.

Contents

[Final Thoughts](#)
[Focus on the Issues](#)
[December Program Preview](#)
[November Program Review](#)
[Financial Statement](#)
[CFM Question](#)
[World Workplace 2001](#)
[Invest in Your Chapter](#)
[Quick Pix](#)

As a chapter we are on sound footing financially and membership wise, but we continue to wrestle with what direction our membership wants us to pursue. We continue to only hear from a few members and would like to have a broader base on which to base decisions. Please give Alan and his team your support and suggestions.

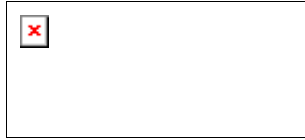
The year 2001 holds many challenges and opportunities not the least of which is World Workplace 2001. You will be asked to give your support from many sources this year, not only locally, but also nationally. I encourage you to support the efforts. Those of you that would like to have your company as a sponsor on a national activity please let me know.

I have enjoyed this year as your representative and I encourage all to celebrate this year's accomplishments and recognize your new Board by attending our annual Holiday Party. It promises to be a lot of fun and will, in addition, offer support for a local charity.



Chapter
President

[Back to Top](#)



A Closer Look at Work Environment - Whose Responsibility Is It?

By Jane Ann Carmichael

In today's tight labor market, the burning question is: "How do you attract and retain the top talent?" While studies reveal that compensation is still the leading factor, a very close second is the work environment. What does "work environment" entail? Well, it all boils down to two aspects: the physical space and the human element.

Let's start with the human element. Quite simply, it breaks down to employer and employee. What is the responsibility of the employer? Generally speaking, the overall corporate culture comes from the management/ownership of the company and impacts all of its employees. How does management view the workforce of the company? A successful manager values their employee as an asset, cares about them as a whole person, listens and communicates effectively.

Do those in a leadership position respect the work/life balancing issues of their employees? More and more companies are realizing how critical this aspect is to attracting and keeping employees, and are adopting employee-friendly policies. These include flexible work schedules, casual business dress, shorter work weeks, day care for children, sick children care, on-site workout facilities, and other "perks" in the office. A company here in Kansas City is seriously encouraging their management team to set the example in balancing their work and home life by limiting the number of hours they put in at the office. In other words . . . lead by example.

What about the working atmosphere? Do employees feel free to express their views, have ownership in the work process, receive positive feedback, receive respect from management, and share in a common mission? A very important aspect of the atmosphere is the freedom to make mistakes. Are employees encouraged to use sound judgement, yet take a chance and strive for constant improvement? If they risk falling on their face or soaring to new heights, will management support an employee who is willing to be creative?

Employers have shared that they feel the chemistry between employees is very important. They consider the personality and work style while interviewing a potential candidate, realizing the difficulty in truly identifying these characteristics during an interview. While honesty, integrity, work ethic, job longevity, experience, etc., are all critical, don't underestimate the value of a good sense of humor!

What is the responsibility of the employee? In reality, there is very little difference in the responsibility of the employer and the employee. After the culture of the workplace is established by management, it is up to the employees as a whole to accept it, work within it, maintain it and mature with it.

Now let's talk about a much more personal aspect: How do **you** relate to your boss and your fellow employees? Are you giving 100% to the position? Are you a positive member of the company? Every employee must do his or her part to support the mission of the company and ensure its success.

O.K., you say, how and why should I take this responsibility? HOW: develop trust and respect for fellow employees. Don't take yourself so seriously. Step outside of yourself and take a look at the big picture . . . recognize that everyone plays a part in achieving success. Encourage others when they make mistakes. Have fun, keep a sense of humor (if you don't have one, FIND ONE!). Be flexible and never, never, never say: That's not my job. Have empathy for fellow employees AND for your employer. In short, treat others the way you would like to be treated. Not only will it help your relationships at work, but your home life will benefit as well!

Now let's switch gears from the human element and look to the physical environment in the workplace. While I was interviewing others for this article, aspects of the physical environment kept coming up. Depending on what the core business is within the company, these issues will vary in order of importance:

- Ergonomics
- Technology
- More personal choices within workplace
- Clean facility
- More creative space for "brain storming"
- More storage
- Cutting edge audio/visual equipment
- Pleasing/current color palette
- Image of success

The fact that everyone must take responsibility for the "work environment" is quite clear. There are a few very distinct differences in responsibility, but overall it takes the employer and employee working cooperatively to create and maintain a pleasant workplace. The balance between having fun and getting the job done is a fine line, but attainable. We all have to buy into and share the common mission of achieving success for everyone concerned. You probably all will agree that once that chemistry is created, it is very precious indeed, and worthy of protection. We all spend too many hours at work for us to not take every opportunity to make it a positive and successful element of our lives!

Our author, Jane Ann Carmichael, is proud to say she works for Shaw Commercial Flooring. She can be contacted at (913) 262-7275 or by email at janeann.carmichael@shawinc.com

[Back to Top](#)



December Program Preview

Holiday Party

The Annual Christmas Party for members of our Kansas City Chapter of IFMA.

When:

Tuesday, December 12, 2000
4:30 - 7:30 PM

Where:
Woodside Racquet Club
2000 W. 47th Pl.
Westwood, KS

Cost:
Free for members
\$20 for non-members

RSVP:
Reservations MUST BE MADE
at 913-906-6000, ext. 1144
by December 8th. Speak clearly
and/or spell your name.



[Back to Top](#)

November Program Review

On November 14 IFMA National Headquarters presented "Forces Reshaping the Workplace" at the Sprint campus. Michael Dupre', Vice President - Corporate Development, for IFMA National was the speaker. Michael shared the latest IFMA findings on what is happening in the workplace both domestically and internationally to 70 IFMA members and guests. Michael discussed the Mega issues facing FM professionals He discussed what type of skills are going to be needed including finance and technological skills, in addition to our traditional eight core competencies, and the effect of e-commerce on our profession.

The discussion then moved to "What will IFMA need to do?" for its members to be prepared for these developments. First and foremost is becoming an education broker. Not necessarily offering training in all areas, but partnering with other organizations that can help provide this diverse training. We must recognize the variance of traditional facilities around the globe. Ensure members have opportunities to learn about: new technologies, finance, economics,



Michael Dupre, Vice President, Corporate Development for IFMA National Office.



Chapter President, Rick Bond, presents scholarship funding check to Michael Dupre, IFMA National representative.

statistics and strategies. IFMA must continue to help shape the digital workplace and be an advocate for environmental sustainability issues.



To sum up this portion of the presentation, what's ahead?

- Mega-outsourcing of facility services is here to stay.
- New technology is changing the way we do business
- Physical assets play an increasingly important part in affecting businesses' bottom lines.
- Demand for proven skills and new skills will challenge the profession.
- Information technology functional responsibility: where should it report; who has ownership?

Members networking before meeting.

We then moved on to "Outsourcing". IFMA had updated its survey from the membership on outsourcing. IFMA's Report: *Outlook on Outsourcing* determined that in the last six years, the percentage of facility managers outsourcing has increased slightly. Most workplace professionals continue to choose to out-task facility management functions. Some of the reasons for either out-tasking or outsourcing are: (a) outsourcing is part of their companies' strategic plans; (b) almost all outsource services requiring specialty skills, tools or equipment for cost-efficiency; (c) Outsourcing allows them to focus on core competencies; and (d) outsourcing may not reduce cost. IFMA then asked the question "Are we fooling ourselves?" and found that we may be. By interviewing major outsource providers they discovered that outsourcing decisions are being made at the higher executive levels and FMs are rarely involved in the decisions.

What can you do to be prepared?

- Get online
- Watch and get ahead of trends
- Learn a second or third foreign language
- Read about ERP, finance for non-finance professionals, ergonomics and HR issues
- Register for educational sessions
- Familiarize yourself with new technologies or be left behind
- Network with other IFMA members

Michael ended his presentation with a brief discussion of next year's World Workplace in Kansas City.

[Back to Top](#)

**Kansas City Chapter
International Facility Management Association
July 1, 2000 - September 30, 2000 Financial Statements**

BALANCE SHEET

ASSETS

Checking

11,087

	Savings	7,326
	Certificates of Deposit	5,521
	Money Market Accounts	56,002
	Furniture and Equipment	<u>2,577</u>
	TOTAL ASSETS	82,513
LIABILITIES & EQUITY		
	Equity	<u>82,513</u>
	TOTAL LIABILITIES & EQUITY	82,513
CASH FLOW		
REVENUE		
	Membership Dues Reimbursement	3,310
	Meeting Registration Fees	1,325
	Golf Sponsorships	915
	Educational Registration Fees	2,100
	Net Gain or (Loss) on Investments	58
	Corporate Sponsors	<u>4,000</u>
	TOTAL REVENUE	11,708
EXPENSES		
	Supplies	549
	Web Site Development and Maintenance	600
	Meeting Food and Beverage	1,601
	Educational Food and Beverage	48
	Speaker's Honorarium and Gifts	3,000
	Newsletter Printing and Postage	520
	Administrative Fees	498
	Accounting/Legal	195
	Contract Labor (Administrator)	495
	Other	<u>4,222</u>
	TOTAL EXPENSES	11,728
	Excess Revenue Over Expenses	20

[Back to Top](#)

CFM'S KNOW - DO YOU?

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

What are usually excluded in a net lease?

- A. HVAC and security.
- B. Utilities and housekeeping.
- C. Utilities and HVAC.
- D. HVAC and housekeeping.

Answer to last month's question: D. Demand factor

[Back to Top](#)

International Facility Management Association's
World Workplace 2001
Will be held in Kansas City!

Plan now to be a part of this outstanding conference

September 23-25, 2001

For more information contact

Jack Tinnel at (816)274-8719

Teena Shouse at (913)315-3046.

[Back to Top](#)

Invest in Your Chapter

With the stock market so volatile right now, why not invest in something that you know will have a great payback? How about your local IFMA chapter? This is the time that you need to commit your time and your resources to the growth and development of our chapter. Becoming a Corporate Sponsor is important (and cost effective) but your time is really what is needed right now! For some of you, your relationship with IFMA is a new one, for others you have gained from this relationship for many years. Now is the time to carve out a block of time in your schedule to commit to IFMA. Yes, I know you are busy, we all are (I'll trade you schedules, ha!) However, if we do not take the time to refuel our organization, it will not be there for us when we are looking around for a resource. Please give this serious consideration and contact Sam Davidson at 816-943-3740 if you can volunteer. If you wish to become a Corporate Sponsor please call Alan Bram at 913-327-8201.

[Back to Top](#)

Quick Pix



Jim Wilkinson (new incoming Treasurer), Jennell Hall and Alan Bram register attendees at the November meeting.



Members enjoy lunch before the meeting.





Members networking during November meeting at Sprint.



[Back to Top](#)

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[Back to Top](#)

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