

Newsletter

Resources

Newsletter

Education

CFM

Job Bank

Contacts

THE FACILITATOR

The Newsletter for facility management professionals

Chapter Sustaining Members

Last month KC – IFMA held its annual golf outing in support of our chapter's scholarship endowment. It was once again a rousing success, but that is not what I wish to discuss. Half of the Chapter Sustaining Member (CSM) fee goes towards the golf outing. The other half pays for one member from the CSM to attend the chapter monthly meetings, to fund the Holiday Party and to cover other chapter expenses.

The Chapter Sustaining Member program is exceedingly important to the financial health of our chapter and benefits both the chapter and our member institutions. Our member institutions have always supported the chapter in its many endeavors but this program provides for a known revenue stream that we may budget and plan around. This is a huge advantage in preparing programs, educational opportunities and other activities for the year.

There are several advantages to being a Chapter Sustaining Member. In addition to the above, the CSMs are contacted only once a year for contributions, instead of each time it occurs. At the Golf Outing the CSMs are automatically provided a foursome and hole sponsor. Additionally, CSMs are listed on our Chapter website with direct links to the CSMs website noted in the newsletter section.

We are continually looking for additional ways to promote our Chapter Sustaining Member program. If you have any suggestions in this regard please let me know. They are discussing this program in one of our upcoming Board meetings and everyone's input is

It is approaching that time of year when organizations begin preparing next years budget. Please remember IFMA and budget to become a Chapter Sustaining Member in 2001. Look for more information in next month's newsletter.

Contents

[Chapter Sustaining Members](#)
[CE 101 Oppor](#)
[Focus on the July Program](#)
[June Program](#)
[World Workp](#)
[Quick Pix](#)
[Mark Your Calendar](#)
[Corporate Sponsor](#)
[Kansas City I](#)



Color-Art Office Interiors



Mark Your Calendar

May 18, 2004
Tour of Kansas
Speedway

June 3, 2004
Annual Golf Outing
Painted Hills Golf
Course

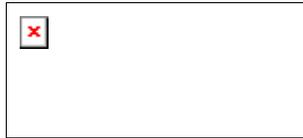
July 20, 2004
So You Want to
Build a Building
Christ Community
Church



Chapter
President

CE 101 Opportunity

Corporate Realty, Design & Management Institute is presenting Future Space: How to Make Facilities Ready for the 21st Century. Future Space will be held at the Westin Crown Center from 7:45 to 11am. IFMA Professional Members who pre-register will receive a complimentary (3) CFM points will be awarded for attendance. This educational program is made possible by IFMA National. There will be a broadcast fax in the near future with details on signing up for the program.



Facilities' Role in the Attract and Retain Employee Market

by Julie Pruden

The strong U.S. economy, low unemployment rate, and rapidly increasing e-business create an environment whereby many Facilities groups are being relied upon more heavily on the issue of attracting and retaining the best employees. We can typically view this as an opportunity to create greater value both for our organizations and - as potential facilitators of these change departments. Much of the information for this article was pulled from research Knoll, Inc. has been exploring over the past two years related to workplace issues. In 1998, they conducted a qualitative study (focus groups) with high tech workers and in 1999 a national quantitative study of office workers was performed.

The 21st Century Workplace

Downsizing is a less common business practice, especially in the information and service industries, thereby creating a growing shortage of qualified staff. In an attract and retain employee market, employee turnover can be extremely high – commonly 50% more than the worker's replacement. Therefore, the physical workplace design plays an important role in company performance, attracting employees, and attracting new talent. As a result, employers will be increasingly obliged to pay attention to workers' needs, preferences, tastes, and requirements to attract and retain the brightest.

The 21st Century Workforce

Out of the studies mentioned above, six critical trends were cited as we enter the 21st century:

1. More diverse workforce on many levels - most importantly more women in much higher positions, more ethnic and racial diversity, and more older Americans in the workforce
2. Breakdown of boundaries - meaning an integration of work into all aspects of life (work at home, in the car, etc.)
3. Weakening of hierarchy - less respect/faith in authority
4. Simplification - trade-offs in the name of reducing stress and overload ("can't do it all")
5. Passionate pursuit of leisure - resulting in a heightened status of leisure activities; more fun is a greater symbol of success than making it in your career
6. Personal freedom & control - "individualize" whenever and wherever possible to fit one's own lifestyle

The 21st Century Workspace

64% of office workers strongly agree: "Companies expect a lot more work from them than they used to and workers are expected to get more done faster".
63% of workers strongly agree: "Having a nice workspace is one of the

"Business will pursue a strategy that has to do with attracting and retaining employees... to the 1970's"

key things that helps people feel better about their jobs and enjoy their jobs more". 55% of workers strongly agree: "The workspace someone has is more or less related to the amount of status he or she has in the company."

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bottom line, p
Yankelovich,
DYG

The argument that workers care only about technology and not space or amenity issues in the workspace is refuted. Only 34% of workers strongly agree: "As long as I have all the equipment and technology I need, I really don't care how large my workspace is or how well furnished it is".

(Source: The Sec
Competing for Ta
Innovative Workp
Knoll/DYG)

The argument that today's workers are so "on the go" that they care little about their workspace is also refuted. Only 16% of workers strongly agree: "I spend so little time in my workspace I really am not that concerned about its size or furnishings". In actuality, this study found for workers in 40+ companies, most typical office workers are still in the office approximately 73% of the time work exclusively out of the office/from home, with the remaining 26% having varying levels of the office time.

Productivity vs. Satisfaction

In the Knoll/DYG study, an extensive battery of workspace characteristics were identified. Workers were asked how they would rate productivity and satisfaction ranging from "more impact".

Productivity

70%+ of the workers said these would make them more productive:

- Technology
- Storage space
- Climate control
- Quiet space
- Space that can be personalized to your work style

50%-60% said these would make them more productive:

- Ergonomic chair
- Visually appealing workspace
- Lighting control
- Privacy
- Exterior window

40% or less said these would make them more productive:

- Personal space for small meetings
- Large workspace
- Space for personal items

Privacy was seen as crucial to one's productivity by most workers; however there are significant differences based on one's current workspace. Those currently in private offices are much more likely to say privacy is crucial than are those in open spaces or workstations.

There are also three large differences in productivity ranking distinguishable by type of worker. Supervisors are more likely to say an ergonomically designed chair would improve their productivity, probably because they spend more time sitting than others. "Supervisors" are more likely to say a private workspace would improve productivity, probably due to their dealing with more complex matters. "Creative" workers place more importance on exterior windows, probably because it

creative process.

Satisfaction

70%+ of the workers said these would make them more satisfied:

- Technology
- Storage space
- Climate control
- Quiet space
- Space that can be personalized to your work style
- Visually appealing workspace

50%-69% said these would make them more satisfied:

- Ergonomic chair
- Lighting control
- Privacy
- Exterior window

47% or less said these would make them more satisfied:

- Personal space for small meetings
- Large workspace
- Space for personal items

So in comparison, for most workspace characteristics tested, there is a high correlation to what workers say will make them more satisfied and more productive. However, three characteristics had a much greater impact on satisfaction than on productivity: Exterior window, space for personal items, and visually appealing workspace.

To summarize the study, two critical trends underscore the likelihood of the growing importance of a high quality physical environment:

1. The rising importance of quality of life in defining "The Good Life"
2. The rising importance of "respect" in how companies are evaluated by workers, parents, workers, and even customers.

Ideas for Supporting 21st Century Work

So what can we, as the Facilities staff, do to support this evolving trend? Below is a quick list of ideas. Also, keeping up with cutting edge business journals such as Fast Company is a great start.

Amenities: theme rooms, café bar/lounge, music room, virtual teaming spaces, wellness chapel/meditation room, varied food venues/menus, specialty coffee service, personal mobile site car wash/detailing service, ATM/banking services, outdoor recreational fields/exercise circuits/paths.

For women: On-site day care (child and elder/adult), fitness center, errand services (laundry cleaning, video rental, retail/card shop, photo film developing), lactation room, take-out for home.

For Gen Xers: personalization of individual workspace (comfort, orientation, arrangement style), arcades, pin-ball machine, internet lounge, stress reducers, "playing" at work, cell wireless

Sources:

1. The Second Bottom Line: Competing for Talent Using Innovative Workplace Design
Knoll/DYG
2. Competing for Talent, The Hay Group, Inc., 1998

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July Program Preview

Sharing of Our Intellectual Capital

The July meeting will offer many different opportunities for those attending. We will be having four round table discussion groups. One table discussion will deal with a follow-up on Disaster Recovery. So many people interested in that topic that we thought we would continue with more detail. DeTienne of National Catastrophe Restoration, Inc. (NCRI) will head up this discussion. Another table discussion will deal with Real Estate Project Management. Bill Corbett of Waddell & Associates will discuss their decision on building new buildings on their property and the process they use to achieve their goals. The third table will be on Mergers and Acquisitions and their effect on business. Tinnel of Hallmark and Anna Graether of America Century will be leading this discussion. The fourth table is on Telecommuting. A team member from Sprint's Telecommuting implementation is joining us. They have substantial information on this process, and how they are managing it. There will be time for you to attend two out of the four round tables, so choose wisely. Please have any questions in mind for lots of discussion.

When:

Tuesday, July 18, 2000

Registration at 11:30 – lunch will be served promptly at 11:30

Where:

Yellow Service, Inc. (Yellow Freight)

10990 Roe Avenue

Overland Park, KS

Parking: Use the West side parking lot off of 110th street. Come in the West door and walk up the stairs to the East lobby for registration.

Cost:

\$15 for members

\$20 for non-members

RSVP:

Call 913-906-6000, ext. 1144 by July 14.

Speak clearly and/or spell your name.

Yellow is located at I-435 and Roe. Go South on Roe to 110th Street, West on 110th to

June Review

2000 IFMA Golf Tournament Spells Success with a Capital S!

While not all of the facts and figures on winning teams and individuals were available for the newsletter at press time, we can assure you this year's golf tournament provided a perfect blend of fun, challenge, good company, good course and beautiful weather! We will attempt to list all of our winners in next

month's issue, so watch for those famous names. In the meantime, we will just give you a glimpse of some of the pictures from the course, both here and in the Quick Pix.

Here is a list of those donors who generously provided items for the gift bag giveaways and/or provided door prizes. Without these folks it would not have been near the fun it was!

Fry Wagner- Scott Quarterson
 DLR- Gene Haun
 Johnson Controls- Rita Beebe
 Knoll -Corey
 Gear for Sports- Rick Griffin
 Sprint - Teena Shouse
 Herman Miller - Steve Peters
 Barton Protective Services- Ralph Pusey
 Dick Messerschmidt- Jane Ann Stahl
 NCRI-Linda DeTienne
 Color Art-Bill Koppen
 Interface Flooring- Steve Sweetin
 Mannington Carpet- Joe Cherrito
 Scott Rice- Fran Moley
 Shaw Carpet- Tony Mannella
 Whelen Security- Wayne Lowe
 Mark One Electric-Vince
 FMExtension-Gina Thorton & Diana Bashor
 Gladfelter Engineering- Greg
 Teknion- Pat Moore
 DST- Roberta Lovin
 Gunlocke Co.- Marie Galvas
 Corporate Express - Deanna Barnes
 Concepts for Business - Larry Morrisette
 American Academy of Family Physicians- Joe Anthuis



The day's sign-in.



Ready to



The regist



Jim Funde
Sam Davi



The ever popular lunch line.



Has anyone heard the shotgun to start?



The perfect swing?



How close was that putt?



George, Martha is calling you.



Dinner was wonderful!



The prizes are awarded!

World Workplace 2000

IFMA's World Workplace is the only conference and exposition that explores all aspects productivity. Network with professionals representing various workplace disciplines. Discuss environments are transforming. Learn how this evolution affects your company and care

September 17-19, 2000
New Orleans, Louisiana
Early registration deadline July 10
Preregistration deadline August 7

For more information, call (713) 629-6753, or visit www.worldworkplace.org

If anyone from our chapter is planning on attending, make your hotel reservations as soon because space is running out. Also, if you plan to attend, please email Teena Shouse or Email address is teena.shouse@mail.sprint.com

Quick Pix

Some of our Foursomes!



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