

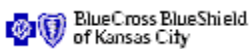
Newsletter

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FACILITATOR
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President's Podium Chapter Leadership



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

Well, in a hotly contested election, I managed to pull out a victory to win a second term as your President. In fact, all members of my party won. In fact, we were the only ones who ran. The past president serves as Nominating Committee Chair for the new officers and committee chairs. Rick Bond says he should have been a dentist. Finding people to serve as officers or chair committees is like pulling teeth.

The one reason I volunteered to serve a second term as President is that Rick has been able to pull the gold teeth...the most valuable ones. The people who have been, and continue to be, in chapter leadership are dedicated, concerned, competent and just plain good folk. They take their chapter professional responsibilities seriously and set high goals for themselves.

The Kansas City Chapter has earned its excellent reputation. We have excellent participation; a high percentage of CFMs; have good representation at World Workplace and other events; have a stable membership base; have at least 20 local corporate chapter sponsors; have been blessed with good volunteer leadership; and we are willing to take risks as we participate in the Member Choice project.

Continued Chapter growth and excellence will depend on the membership. This is a professional organization. We should have high expectations and be willing to step up and offer suggestions and volunteer to be a part of the action. This does not require hours of your time. You don't have to chair a committee...you just have to serve on a committee. Most committees meet five to six times a year. The larger the committee, the more responsibility is taken on by that committee. No one should feel so burdened that he/she finds chapter involvement infringing on the workday or personal life.

You have to understand I am a professional member of IFMA, not an associate. I

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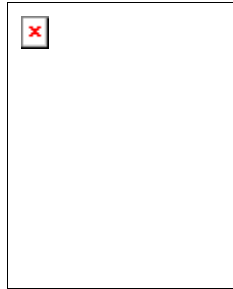
not selling. I am doing the best I can to ask for your participation in our professional organization. If I have been successful, please contact:

For Membership	Donna Koontz	816-753-7600 ext. 1310
For Education	Linda DeTienne	913-421-9990
For Programs	Jackie Coleman	816-421-0444
For Facility Audits	Becky Beilharz	913-362-1040
For Golf	Rick Bond	913-315-3872

If you have any ideas, suggestions or criticism, please feel free to contact me 913



Alan Bram, President
Kansas City IFMA Chapter



TIPS FOR SUCCESSFUL CONVERSATIONS *He said . . . She said . . . They said . . .*

By
Fry-Wagner M

Not long ago I heard someone say that, “communication is easy.” Well I for one never returned to a day old conversation with someone only to find out that they reached a completely different conclusion than you did? I think most of us can answer yes to this question. A nationwide survey showed that executives believe that 14 percent of their workweek is wasted due to poor communications between coworkers, amounting to seven weeks per year of wasted time. The survey was developed by OfficeTeam at Redwood Park, [San Francisco Examiner, Sunday, Sept. 13 1998].

Another study reported in the *Denver Business Journal* (1/27/97) revealed that men spend 15 percent of their time (nine weeks per year!) dealing with personality conflicts. Good interpersonal communication skills could have helped mediate. So what is the solution? Don't despair. Experts in communication skills offer these tips on how to become a more effective communicator.

- √ Understand that people want to feel heard more than they care about whether you agree with them. You can show that you are listening by giving someone your complete attention or by asking questions like, “I’m interested in what you said. Can you tell me a little more?”, or “What is it about . . . that concerns you?”
- √ Choose your words wisely. Words and phrases can mean different things to different people. Some people use words freely without actually evaluating their meaning and ascertaining whether those meanings are exactly what you intend. This can cause misinterpretation by those people who measure every word carefully. The best way to work through this is by asking for confirmation: “I understand you correctly; this means . . .”
- √ Try not to offer advice unless asked. This can be hard, especially if you have the experience you think might help the other person. Use respectful expressions such as, “I’d be happy to share my experience if you think it would help” or “One thing that helped me succeed was . . .” instead of “you should do this . . .” or “It’s crazy if . . .”
- √ Look for common ground instead of focusing solely on differences. One way to begin discovering commonality is to share your underlying intention. For example, “my intention in sharing this information is to help you be really successful with your project.”
- √ Understand that most people have a unique, often self-serving, agenda. It is not necessarily bad, as it helps us achieve and protect ourselves. Just don’t assume that someone will know or share your agenda. Talking about what’s most important to you and asking what’s most important to others can help build a solid foundation for conversation.
- √ Don’t take another person’s reaction or anger personally, even if they direct it at you in what seems a personal manner. Another person’s mood or response is more likely about fear or frustration than it is about you as an individual. Take a deep breath and let the other person vent. Maybe then they’ll communicate more honestly about what’s really on their mind.
- √ You don’t have to have all the answers. Remember, it’s ok to say, “I don’t know. If you want to find the answer, say so, then follow up to share your findings.”
- √ In social or business settings, keep small talk topics to things such as current events, latest technology, favorite restaurants, hobbies, weather, children, pets, and sports. Use good body language, no fiddling arms or slouching. Be politically correct and ask open-ended questions. Always avoid talking about bad news, political or religious matters, personal stuff, faults or misfortunes of others.

As business professionals, we need to evaluate our verbal communication skills. It is important to note that most people are looking to achieve the same things. They use different methods to get to the same place.



DECEMBER PROGRAM REVIEW

The Kansas City Chapter's Annual Holiday Party was enjoyed by 150 people at Office Works' The Knowledge Center. Party-goers welcomed Santa as he arrived in his wheeled sleigh. Some members even had their picture taken with Santa, and then a magnetic framed photo! Donations in the amount of \$200 were collected for Toys for Tots. Music was great and the food was delicious!

Alan Bram began the meeting portion of the evening with a few opening remarks. Shouse and Becky Beilharz recognized the Chapter's Corporate Sponsors with an award of appreciation plaque. Rick Bond announced the officers for 2002:

President	Alan Bram, CFM
Vice President, Membership	Donna Koontz
Vice President, Education	Linda DeTienne
Secretary	Scott Reeder
Treasurer	Jim Wilkinson

Your Committee Chairs for 2002 are:

Chapter Liaison	Scott Quarterson
Facility Audits	Becky Beilharz
Programs	Jackie Coleman
Chapter Web Site	Lee Kortemeyer

Congratulations to the officers for 2002!

Pete Wiczowski then awarded one of two of the Chapter's 2001 scholarship awards.



Rick Bond and Alan Bram



Scott Reeder, Alan Bram and Jim Wilkinson



Scholarship recipient and Pete Wieczkowski



Santa arrives!

SCHOLARSHIPS AWARDED

By F

Once again, the KC IFMA Scholarship Committee faced a difficult challenge in selecting the 2001-2002 KC IFMA Scholars. Brittany Gamble, Paige Price, Randee Werts, Terrell and Peter Wieczkowski formed the committee. They successfully narrowed a string of candidates to four finalists. Each of the finalists participated in a panel interview with the committee. After much deliberation, the committee named two Kansas City IFMA Scholars. Congratulations to our two scholarship recipients:

Camila Querasian is a 4th year student in the Architecture Program at the University of Kansas. Camila's interest in Urban Regeneration, and her role in the Office of Development and Construction Management were interesting discussion topics during her interview. The KC Chapter awarded Camila a \$1500 scholarship.

Christi Padgett is a Junior in the Human Ecology / Interior Design Program at Kansas State University. Christi demonstrated a keen understanding of the relationship of design and business success. She also reviewed for the committee a research project on long-term facilities. The KC Chapter also awarded Christi a \$1500 scholarship.

Congratulations to the 2001-2002 KC IFMA Scholars!



CFM – Certified Facility Manager

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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. The Study 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 on Wednesdays in the afternoon/evening per week from 4:30 to 6:30 p.m. for six to eight weeks of self-paced study with the goal 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 notify Linda DeTienne with NCRI at detienne@ncricat.com



CFM'S KNOW - DO YOU?

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

You have to plan space for an occupant who refuses to provide you details of requirements. How would you obtain the information you need from him/her?

- A. Pursue the problem to the highest level needed to resolve the issue.
- B. Hire a consultant to gather the information from the occupant.
- C. Send a detailed note outlining specific needs and ask for a response.
- D. Plan the space based on your experience and ask for a review before work begins.

Answer to last month's question: B. Advise the clerk to evacuate the immediate area if what chemical was spilled.

Quick Pix

Members enjoyed the Annual Holiday Party at The Knowledge Center.









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