

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



President's Podium Spring Ahead

Now that the weather is finally inching toward warmer days, we all begin to make out those "to do lists" before it is winter again. As new members join us, those of us who have served as president, try to greet them early on and invite them to join and get involved onto one of our committees. Some of us that have been around a few seasons may need to be reminded to plant some new seeds and get those roots growing again ourselves.

The ongoing committees are Programs, Membership, Education, Newsletter, Publicity, and Golf Tournament. We are all busy people so we don't have committee meetings just for the sake of holding a meeting. Some committees meet bi-monthly or even quarterly, and there are tasks that are just a one-time short-term commitment. This is your organization, as well as mine, and we can only be successful by working together. I encourage you to consider becoming involved in our committees and keep our chapter blooming! For more information, you can contact any board member or myself.

Tower of Terror Update

I have really appreciated everyone's phone calls after last month's news article on my elevator upgrade. We finally reached completion this week and opened for service on April 15th. The project timetable was fourteen weeks, six weeks past our original schedule. Somehow reopening on tax day, the big T day, seemed appropriate for the Tower of Terror.

Donna Koontz, President
Kansas City IFMA Chapter



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FOCUS FEATURE

It May Not be Mold . . . or Moldy Enough

By Alan Bram, CFM, FMA

I manage the Jewish Community Campus, which is home to nine agencies. One of the nine is a Jewish Day School for children in grades kindergarten to twelve. It seems some of the parents had decided that the reason their children have been ill is because of the poor air quality in the school. Sound familiar?

I did my best to ignore the complaints because they weren't new. It is not uncommon for people who develop dermatitis to determine it is because they were in the pool in our facility a few days before, and of course, the water is full of contagious organisms that caused their rash. Never mind that the water quality, which is tested 6-8 times a day, has been within recommended sanitizing and disinfecting levels.

Well, as you might guess, the pressure got to me. The only way to prove my case was to bring in a company to check the air handlers and air supply and return air ducts for contaminants. You can imagine my surprise when the company said there was mold in them there ducts. I asked to have samples taken for analysis. If there was mold, there might also be other organisms that need to be eradicated. They reported back in two weeks that there was, indeed, mold in the ducts. The cost to clean the air handlers and ducts was almost \$40,000.

The bill for the testing was \$130. If you have ever had air quality analyzed, you would be shocked to learn it only cost \$130. This made me suspect the test procedures that were used may have been inadequate, and before I ask the Board of Directors of the Jewish Community Campus to approve an off budget expense of \$40,000, I better be darn sure of the reason.

I decided I needed a more thorough air quality study and I agreed to pay \$1,800 to Children's Mercy Hospital to conduct such a study. (Children's Mercy Hospital only does air quality studies in buildings which house children. In our case it was a school.)

The study that followed investigated air handlers, air supply ducts, air return ducts, floor covering such as tile and carpet. Sampled were: relative humidity, twenty-one varieties of Fungal Spore Genera; five gases; total volatile organic compounds; dog and cat dander; dust mites; cockroaches;

and four Fungal Allergens.

To sum it all up, we did have evidence of almost all these things, as would any building except perhaps a hospital or research facility. However, none was of sufficient quantity to cause illness. The recommendation was to do nothing, but continue the preventive maintenance program of the heating, ventilating and air conditioning system that received commendation.

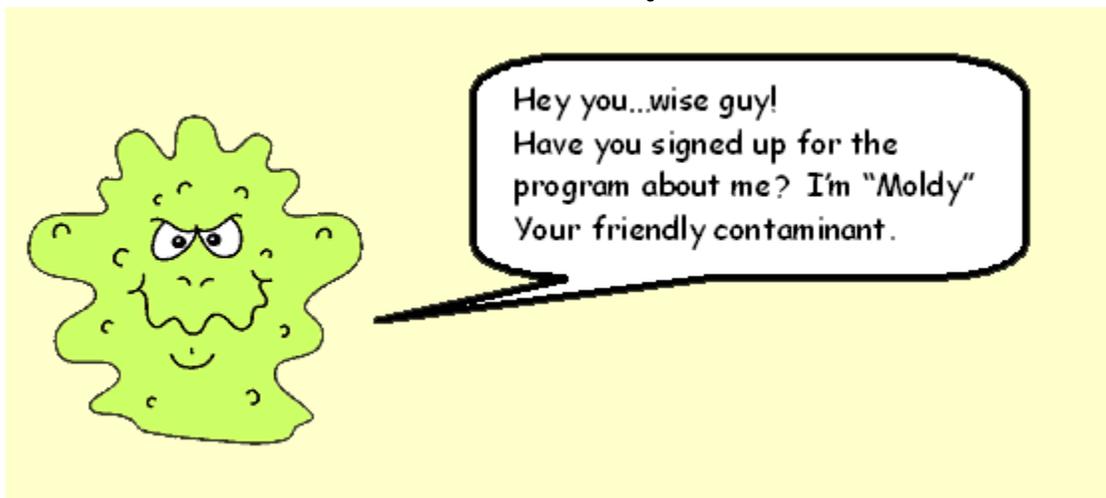
The moral of this story is to spend the money to confirm or deny a situation that is going to cost megabucks to resolve. If you don't think the first report is correct, seek that second opinion. You know your facility and how it is being maintained.

To learn more about mold, join us on Tuesday, May 20th 11:30 a.m.-1:00 p.m. at Christ Community Church, 14200 Kenneth Road (State Line Rd.), Leawood, KS. Dr. Jay Portnoy, Chief, Allergy, Asthma and Immunology at Children's Mercy Hospital will speak on the topic of mold.

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MAY MEETING PREVIEW

Mold is not your Friend



Do you worry that Moldy and his friends have invaded your space? Well, we are here to tell you about Moldy and his ilk. Dr. Jay Portnoy, Chief, Allergy, Asthma and Immunology, Children's Mercy Hospital is going to provide an expose about Moldy.

When: Tuesday, May 20, 11:30 a.m.-1:00 p.m.

Where: Christ Community Church
14200 Kenneth Road (State Line Rd.)
Leawood, KS

Cost: 15.00 Members; \$20.00 non-members

How to sign up: Watch for your special E-vite on the Internet.



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KC IFMA Golf Outing 2003



It's time to dust off those clubs and start thinking about the 2003 IFMA Golf Outing! This year the golf outing is scheduled for Thursday, June 5, and will be held at The Painted Hills Golf Course at 7101 Parallel, Kansas City, KS.

We are contacting all KC IFMA members and companies asking for your support by becoming a 2003 KC IFMA Golf Outing Hole Sponsor. The fee is \$550, and for this, you will receive recognition at the hole that you sponsor as well as a four-some in the golf tournament. If you wish to be a Hole Sponsor this year, I need to receive your commitment check no later than May 16. Please hurry as spaces are filling fast. Chapter Supporting Member (CSM) and past hole sponsors will have priority for sponsorship in 2003. Current CSMs only need to register team, since Chapter support for this year includes golf entry fee.

If you are unable to be a hole sponsor, but would still like to play, the cost is \$100 per person. Please contact Sam Davidson immediately since these are limited spots.

Whether a hole sponsor or not, also please consider supporting the KC Chapter and the Education Scholarships that the tournament proceeds fund by the various other opportunities available. You can help ensure the success of this year's tournament by donating gifts for the raffle, prizes for the various on-course competitions, items for the goody bags, or by sponsoring the bag-drop.

If golf is just not your bag, you can also help by volunteering your time in helping with the pre-event planning and by helping out with the on-the-course activities on the day of the event. You can also join us for dinner. The cost is \$15.00.

If you would like to be a hole sponsor, please call Sam Davidson @ 816-943-3740. If you would like to supply a prize or giveaway item, please contact Scott Quarterson @ 913-541-0020. If you would like to volunteer, please call Greg Gladfelter @ 816-410-8200.

Remember, the success of this year's tournament and the KC Scholarship Fund depends on your

support. Please help us further the field of Facility Management and have some fun in the process!

Sincerely,

Sam Davidson & Scott Quarterson
KC IFMA 2003 Golf Outing Co-Chairmen

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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

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CFM Study Review Class of 2003

By Linda DeTienne, CFM
Vice President – Education

Twenty-seven area professionals have signed up to participate in the 2003 Study Group to learn more about becoming a CFM - Certified Facility Manager. The CFM designation is IFMA's highest bestowed to those who can pass a stringent four-part examination based on competency, education, experience, and a fundamental understanding of the necessity to look at facility management from a global perspective.

In today's unpredictable and fast-changing environment, it behooves each of us to learn as much as we can to prepare for whatever changes may come our way - either in individual job responsibilities or in career redirection. With the assistance of Teena Shouse, CFM, of Sprint, who serves on the International Board of Directors for IFMA, and who is a certified instructor of the CFM Review Class, the 27 Kansas City CFM Wanna-Be's met for the first session on April 22. They will meet each Tuesday for the next six to seven weeks, learning about Operations & Maintenance, Finance, Real Estate, Leadership, Human & Environmental Factors, Facility Planning, Project Management, and Quality Assessment.

We thank Teena for once again volunteering to lead (one day she is going to tell me no) this group study at no cost to the participants, and we commend the 27 individuals who are showing great personal initiative to participate in the learning experience.

We will keep you posted on the progress through future newsletters.



Teena Shouse, CFM



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Day Care Facilities Management

DO YOU MANAGE?
Day care facilities
Playgrounds



DO YOU WANT TO KNOW?
How to build facilities for day care
Furnishing and equipping a day care
Operating policies
Child Safety/Liability/Insurance
Day care regulations and inspections
Safe playground surfaces

**Playground safety
Cleaning and sanitizing the daycare
Food Service**



LET'S GET TOGETHER

Who: KC-IFMA members who manage Day Care facilities
What: Maybe we can establish an on-going group around common interests
When: Tuesday, May 13th ... 11:30 a.m. - 1:00 p.m.

Where: Jewish Community Campus
5801 West 115th Street
Overland Park, KS 66211

Cost: No charge

Lunch: your own. Beverage and dessert provided.

To register: Contact Alan Bram at 913 327-8201, Fax 913 327-8040
or e-mail alanb@jewishkc.org.



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APRIL PROGRAM REVIEW

By Becky Beilharz, CFM
With contributions by Sheryl Wolfe

Session I: We've Got to Stop Meeting Like This! Skills for Improving Team Meeting

We have all sat through ineffective meetings where they seem to go nowhere without any true focus; they are a waste of time and effort. Dr. Steven Beebe, during Session 1, gave us the principles of effective meetings. The audience was asked to list characteristics of a well-run meeting. Items included: organized, goal oriented, common goals, participation many, starts on time...I'm sure you could add a few of your own. Characteristics of a poorly-run meeting include: no goals, too lengthy, inconclusive, getting of the subject, lack of control, individuals dominate, and no published results.

Dr. Beebe explained there are four phases to an effective team meeting. Phase One is Orientation - where the team gets organized and oriented to the goals and to each other. Questions that may be asked: What are we doing here? What is our goal? What is my role? Phase Two is Conflict - where teams recognize individual differences. Concerns may be: I see the goal differently. Who put him in charge? I have different strategies. Phase Three is Emergence - where the team focuses on making something happen and decisions emerge. Actions may be: Something happens. Decisions are made. Issues are managed. And, Phase Four is Reinforcement - where the team achieves it potential or rationalizes its failure and celebrates its success. Results may be: The group is aware it is becoming a team. Members reward others.

Successful team meetings also need structure and interaction. All meetings should have a PAL (Purpose, Agenda, Logistics). An agenda should be sent out prior to the meeting and include the meetings goals, discussion items and action items. Another important aspect of any meeting is to stay on track and on goal. The leader can act as a gatekeeper and invite all at the table to participate. One can also encourage "homework" before the group meeting so everyone comes prepared. When conflicts arise, it is better to focus on the person with the conflict prior to focusing on the problem.

Dr. Beebe also provided a few planning tips for an effective meeting:

- Use the early part of the meeting to tackle things requiring more imagination.
- Any items of absolute priority should be first.
- Consider getting rid of quick-and-easy first and leaving the rest for lengthier items.
- Consider discussing controversial items at the end of the sessions.
- For long meetings, alternate reports with more active discussion and action items.
- Always try to end on a positive note and reinforce good work.



Our Speaker, Dr. Steven Beebe.



Practicing our communication skills during a break in the morning session.

Session II: A Leader's Skill in Listening

An important aspect of any communication is listening. An effective and active listener will:

- Listen to the content;
- Listen to the intent;
- Assess the speaker's nonverbal message;
- Monitor your nonverbal communication and filters; and
- Listen to the speaker with empathy and without judgment.

Dr. Beebe talked about the fact that people will judge you by your behavior, not just your intent. They will more often believe nonverbal communication than verbal communication. Ninety percent of what we communicate is expressed through nonverbal communication. Non-verbal messages can play a major role in the meaning of a message and how a message is received. This type of communication is the primary way in which we communicate our feelings, emotions, and attitudes. It can be more believable than verbal messages.

How can you tell if someone is listening to you? Body language says much about this. Types of body language that are indicators are:

- Facial expressions;
- Gestures;
- Posture;
- Eye contact;
- Vocal cues;
- Appearance; and
- Personal space.

To demonstrate his idea, Dr. Beebe asked the audience to use body language to show their interest. Most leaned forward in their chairs as if they were intently listening and made eye contact with Dr. Beebe. Then he asked the audience to show boredom or disinterest. Some people started looking around the room. Others tapped their pens, and others leaned back in their chairs as if they were bored.

Listening is important not only in business situations, but also in personal situations. If you become an effective listener in your personal life, you will improve your listening techniques in business situations.

Listen

*When I ask you to listen to me and you start giving advice,
You have not done what I asked.
When I ask you to listen to me and you begin to tell me why I shouldn't feel that way,
You are trampling on my feelings.
When I ask you to listen to me and you feel you have to do something to solve
My problems, you have failed me, strange as that may seem.
Listen! All I asked was that you listen. Not talk or do - just hear me.
Advice is cheap: 50 cents will get you both Dear Abby and
Billy Graham in the same newspaper.
And I can do for myself; I'm not helpless. Maybe discouraged and
Faltering, but not helpless.
When you do something for me that I can and need to do for myself,
You contribute to my fear and weakness.
But when you accept as a simple fact that I do feel what I feel,
No matter how irrational, then I quit trying to convince you and
Can get about the business of understanding what's behind this irrational feeling.
And, when that's clear, the answers are obvious and I don't need advice.
Irrational feelings make sense when we understand what's behind them.
Perhaps that's why prayer works, sometimes, for some people
Because God is mute, and doesn't give advice or try to fix things.
God just listens and lets you work it out for yourself.
So, please listen and just hear me, and, if you want to talk,
Wait a minute for your turn, and I'll listen to you.*

Anonymous

Dr. Steven Beebe is the author and co-author of nine books used at over 1,200 universities throughout the world. His co-authored book, Communicating in Small Groups, is the number one book used to teach group communication,

teamwork, and meeting management in U.S. colleges and universities. Dr. Beebe is a communication consultant listing such clients as IBM, 3M, Motorola, Prentis-Hall, Knight Ridder Publishing, as well as the U.S. Department of Education, U.S. Department of Defense and the Governor of Texas Executive Development Program. He has been a Visiting Scholar at both Oxford and Cambridge universities in England. The National Speaker's Association named Dr. Beebe Outstanding Communication Professor in America in 1996. He has received numerous teaching awards at each university at which he has taught. He is serving his 17th year as Chair and Professor of Communication Studies at Southwest Texas State University. He may be contacted at SB03@swt.edu



President, Donna Koontz, and VP of Membership, Jim Wilkinson, kick off the meeting with announcements.



Session participants practiced body language by "acting interested" . . .



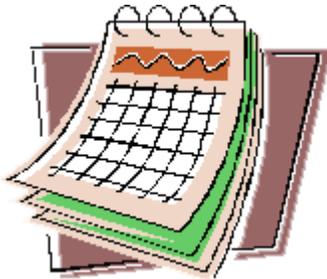
... and then they were asked to show body language of "being bored."

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Professional Development

Listing of Upcoming Meetings

By Linda DeTienne, CFM
Vice President – Education



If you are a member of a professional organization that offers educational meetings, workshops, etc., or if you become aware of sessions that would be of interest to your fellow facility managers, please let our Chapter Liaison, Ron Burns with Color Art, know about them. We will do all we can to communicate notice of such meetings. Email the information to rburns@colorartkc.com or call him at 913-888-6464.

Here are some upcoming professional development opportunities:

- NEW CFM Study Group being formed. Commencing Tuesday, April 22, 4:30 - 6:30 p.m., and every Tuesday following that through the end of May. It is a free opportunity that will cost you only your time. Contact Linda DeTienne, CFM, at detienne@ncricat.com, or (913) 663-4111.
- May 8-9: Region VII Environmental Symposium for Regulated Industry, Utilities & Manufacturers. Offered by Environmental Excellence in Business Network, along with Associated Industries of Missouri. Location: Fairmount Kansas City at the Plaza. Education credits offered of 12.6 CLE and 12 CPE. For fees and information, contact Leslie Barland, Bridging The Gap, www.bridgingthegap.org.
- May 15: Partnership for Emergency Planning (PEP) bimonthly meeting. Tom Munoz with Sprint will be presenting "An Introduction to Training Exercises" for emergency and/or

disaster situations. No cost. Time: 8:00 a.m. registration and continental breakfast. Presentation from 8:30 to 9:30 a.m. Location to be determined. Reservations required. For more information, contact Linda DeTienne, detienne@ncricat.com.

- May 20: Mold in Facility Management: Mold is Not Your Friend. Jay Portnoy, M.D. and Kevin Kennedy with Children's Mercy Hospital, presenters. Offered through KC IFMA. Time: 11:30 a.m. - 1:00 p.m. Cost \$15.00 members. Location: Christ Community Church, 14200 Kenneth Rd., Shawnee Mission, KS. Reservations required.
- June 5: Annual KC IFMA Golf Tournament. For more information, contact Sam Davidson at sdavidson@children.org.
- June 28 - July 1: BOMA Annual Conference and Office Building Show, San Francisco, CA. For more information, call BOMA's Conference Hot Line at 202-326-6331.
- October 19 - 22: IFMA World Workplace, Dallas, TX. For information and registration, go to www.ifma.org.

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CFM'S KNOW - DO YOU?

You asked for it and we listened! With everything we must remember these days, the KC IFMA CFM question is not one of them. (I don't know why? It couldn't be old age!) So, as requested, we will now put the CFM question and the matching answer in the same newsletter issue. Enjoy!

From last month: Following is a question that might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

What is the best reason to implement office standardization?

- A. Employee satisfaction levels will increase.
- B. Modular furniture has been improved.
- C. Corporate culture has changed.
- D. Optimum space utilization will be achieved.

Answer to this month's question: C. Corporate culture has changed.

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Quick Pix



Host, Dick Cooper, greets new member, Dawn Anderson.



Rita Beebe, Donna Koontz, and Alan Bram helped set up our BBQ lunch.



John Alexander signing in his guests from Zimmer Real Estate Services, Ellen Darling and John Strharsky.



Becky Beilharz introduces her guest, Debbie Aron from Pace Construction.



Teresa Reicherter introduces her guest from Blue Cross, Darrell Robinson, Telecom Manager.



Teena Shouse introduces her guests from Sprint (l. to r.), Vera Glenn, Sharon Auck, and Sheryl Wolfe, the Administrator for the K.C. Chapter.



Networking before our lunch session.

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