

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



President's Podium

Dig Right . . .

My office building is located down on the Plaza and one of our neighbors is the University of Missouri at Kansas City, UMKC. UMKC is in the process of building new residence halls located just south of our property line. Capstone Development Corporation is the company contracted to do this new construction. A few weeks ago, as usual, all of our staff are scattered all over the building. I had one maintenance technician working down in the east wing of our building troubleshooting an air handler. While he was working on the hood, he lost power and radioed back to another co-worker, "I am going to need help. I don't know what is going on with this unit and now I just lost all power to it." The other technician said we have more problems than that. I am in the shop and the computers just went off and the lights blinked. The east wing technician reported that a UMKC backhoe was digging out on our property, and suggested he go check on it. Our guy in the shop went running out the back door and over to the area where UMKC was digging for new sanitary sewer lines. Our guy looks in the hole and starts screaming for the backhoe operator to get off and get out of there.

This was just one of those miracle occurrences. As near as we can figure, the backhoe operator must have brought down the bucket, hit, and lifted the bucket up - all before the encasement cracked through and shorted out a 13,600-volt electrical line. We are still trying to follow up on this incident as much as possible. The contractor had contacted Dig Rite to have the utilities marked, and he was digging within the boundaries. KCPL had to be called in and new lines had to be pulled. Our assumption is that a line might have been missed when the utilities were marked; this is not a comforting thought. We have not gotten the final word yet as to where or with whom the error lies and why this happened. We had minimal interruption, and thanks to MRI's fast-thinking maintenance staff, no one was injured. It was just a rather "hair-raising" event no one wants repeated.

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Donna Koontz, President
Kansas City IFMA Chapter





FOCUS FEATURE

MY **BIG** ADVENTURES IN DALLAS AT WORLD WORKPLACE!

By Becky Beilharz
Newsletter Editor

My arrival into Dallas was, thankfully, uneventful; the big adventures didn't start until Saturday night at the Foundation Gala. It was my first opportunity to renew old friends and make new ones. The event was held at Union Station with a theme of the Old West. There were cowboys, a sheriff, and even saloon girls giving out kisses. Some of the KC men were branded with bright red lips! You could also bid on your favorite auction items; the KC BBQ basket looked mighty good! One highlight of the evening was when our own chapter members, Teena Shouse and Sam Davidson, were put in JAIL! To get them out, we had to raise enough money for their bail. We had to think twice about the costs, but then determined it all went to a good cause - The IFMA Foundation.

Sunday morning there was a lot from which to choose - the Board of Delegates/Annual meetings, numerous council meetings, or just sleeping in. The conference was officially kicked-off about mid-day, with Tim Sanders of Yahoo as the Keynote Speaker. He gave a lively speech about how to win business and influence friends through knowledge, network and compassion. Tim also said that the next "Big Thing" is people! One thing I walked away with was a new term, "prairie dog" farm, which means if a loud noise is made in a typical open office setting, heads will pop-up above furniture panels like prairie dogs! After a general tour of the Expo floor, I made my way back to the hotel in preparation for the evening's event.

Sunday evening was the official Welcome Reception. It was held at the Eddie Deen ranch in the heart of Dallas. They had a mechanical bull, a roping contest, and even armadillo races (or otherwise called "Texas rats")! There was a lot of dancing - many of the KC chapter members took their turn on the dance floor and even learned a couple of line dances. The event



was a great way to kick-off the entire conference.

Monday began the educational sessions with more than 95 sessions offered over the two days. You could select from such diverse topics as: Energy Information Comes of Age, Authentic Work Environments, LEED for Existing Buildings, and The Sustainable Career. It is a good thing they put everything on a CD-ROM so I can review the sessions I couldn't attend. There was also plenty of time to walk the Expo floor and visit with more than 250 vendors on the latest products and services, including building products, FM software, security, and outsourcing. The showroom floor was also a great way to network with other facility managers. I even got better acquainted with other KC members. Did you know Linda DeTienne, our VP of Education, is also the Chapter President of the Wichita Chapter and is active in a council? She commutes between the two cities weekly. Wow - what dedication!



Monday evening was one of the best if you are a Chiefs fan! Many KC chapter members, decked out in red, got together and watched the Chiefs defeat the Oakland Raiders on Monday night football. It was a close call, but our guys prevailed. Sam Davidson led the cheers and provided the decorations. We even recruited some new fans from all over the country. The evening ended with victory dancing until the establishment closed.

The Keynote Speaker on Tuesday was David Suzuki, an award-winning scientist, environmentalist and broadcaster. David addressed the crowd with the explosive changes humanity has undergone. He also charged each of us with the power to change many physical and biological properties of our planet. It was then off to another full day of educational sessions and the showroom floor.

Tuesday evening is when the KC chapter could really be proud. Our very own Teena Shouse was sworn in to serve on the International Executive Committee as Second Vice Chair. After three years on the Board of Directors, Teena was asked and elected by her



peers to this position. She will become the Chairperson for the entire IFMA organization in the Fall of 2005 in Philadelphia. Save the date now as we need a huge turnout to support her in '05. Also sworn in was Sheila Sheridan, Chairperson, and Matt Dawson, First Vice Chair. Teena looked beautiful as we all celebrated her new role that is sure to bring much success to the organization and the KC Chapter.

As most of us were heading home on Wednesday, two dedicated souls, Linda DeTienne and John Harter, stayed to attend the Council and Chapter

Leadership Training. There they swapped stories with other chapters about Certification, Newsletters, Strategic Planning and Membership Marketing. Workshops were also held on Professional Development, Public Relations and Financial Training, to name a few. Mark Levin was the Keynote Speaker with his message of "The Gift of Leadership." He inspired the audience with how to get people to give of their time, how to get things done, and how to keep the volunteer spirit alive.



All in all, it was an exceptional conference - a jammed packed 4 days. I returned with information that will benefit my clients, my career and my personal life - not to mention my Texas two-step. I look forward to another great adventure next year in Salt Lake City. Hope to see you there!

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November Program Preview

Dealing with Difficult People

By Greg Gladfelter
Program Committee

Heard of Dr. Phil of Oprah and David Letterman fame? Heard of the "Get Real Challenge?" Well, come to the November 18th IFMA meeting and hear from Wayne McKamie, who developed the "Get Real Challenge" with Dr. Phil while they were working together in the late 1970s. Wayne will be talking about "Dealing with Difficult People". Let's face it. There are people out there that just get on our nerves with their whining, their demands, etc. Some people are just high maintenance. Wayne will give us some tools we can use to deal with these people and keep our sanity.

Wayne is the Founder and President of Focus Seminars of Kansas City, Inc. He is well-known for his experiential personal growth seminars, and has helped thousands of people discover who they are and why they do what they do. Wayne became interested in experiential learning over 20 years ago and developed the seminar concept with Dr. Phil McGraw in Wichita Falls, Texas, while practicing together at McGraw's father's clinic. Later, Wayne founded Focus Seminars in 1990 in Kansas City where he now resides. He has also had his own private counseling practice, Longview Counseling Center, since 1992. Wayne's experiential learning process has helped corporations and individuals find the needed breakthroughs for professional and personal growth.

His education includes a Bachelor's Degree in Psychology from Southern Nazarene University in Bethany, Oklahoma, and a Master's in Education Degree in Counseling Psychology from Central State University, Oklahoma.

Our meeting will begin at 11:30 A.M. with lunch and a short business meeting before our speaker.

Focus Seminars building is just west of 71 Highway on Longview Road (5354 Longview Road). Exit from 71 Highway to Longview Road and turn to the west to access the Focus Seminars building (the first building on your right). Longview Road is approximately one mile south of I-435 and the Grandview Triangle. Parking is available in the parking lot to the rear of the building.

See you on the 18th

Watch for your Evite notice coming soon! Reservations can also be made by calling 913-906-6000, ext. 1144. Please leave your name, the number of attendees, and your phone number. Thank you!

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Fall New Member Lunch

The Fall 2003 new member lunch, held on October 15th at Pierponts in Union Station, was well attended and again a big success. Each of the Board members in attendance discussed their role in the organization and encouraged new members to become active in committees and Board activities.

Thank you to all the new members in attendance, and we look forward to your involvement in the Kansas City Chapter of IFMA.



*Front (left to right): Shannan Berkbuegler, Wackenhut Corporation;
Julie Robinson, FM Extension; Steve Kelly, PSI
Middle (left to right): John Strharsky, Zimmer Real Estate; George McDowell, PSI;
Herold Ray, Metro Christian Fellowship; Bruce Hoyle, Hermes Landscaping
Back (left to right): Michael Dremann, Image Flooring; John Hall, Fortis;
Joe Nickell, AVI Systems; Dave McKown, Caremark*

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Welcome to our New Members

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Deborah M. Williams
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Jewish Community Campus of Greater
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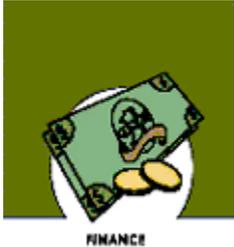
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KC IFMA Upcoming Educational Opportunities

Finance and Non Accounting Basics for Non-Bean Counters



This two day 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, 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.

Date: November 4 & 5, 2003

Cost: \$200 for IFMA members and IFMA-sponsored guests prior to the event. \$250 after October 20. Cost includes continental breakfast, breaks, lunch and materials.

Credit: CEU credits will be awarded to participants.

Location: Business and Technology College - Room 248, 1775 Universal Ave (I-435 & Front St), Kansas City, MO 64120

Registration: Click here to [register online](#) or mail checks to Robert Rives, CFM @ Community of Christ, 1001 Walnut, Independence, MO 64050

The Real Estate Game



This three day seminar 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 and 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.

Date: April 27-29, 2004

Cost: \$300 for IFMA members and IFMA-sponsored guests. Cost includes continental breakfast, breaks, lunch and materials.

Location: TBD

Credit: CEU credits will be awarded to participants.

Registration: Click here to [register online](#) or mail checks to Robert Rives, CFM @ Community of Christ, 1001 Walnut, Independence, MO 64050

Stay tuned to www.kcifma.com for further developments!

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Good News!

Chris Gould, Site Operations Manager for Sprint, is our newest CFM in the Chapter. Chris participated in one of our local CFM Study Groups before sitting for the exam in October. Congratulations, Chris!



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October Meeting Review

TOUR OF CERNER WORLD HEADQUARTERS

By Stephanie Mann
Program Committee

The October meeting was a presentation and tour of the new Cerner World Headquarters building. The evening began in the new state-of-the-art cafeteria with a presentation by Brian Irwin of Cerner, Greg Nook from Gould Evans Goodman Architects, and Phil Wilson of JE Dunn Construction.

The new Cerner World Headquarters building, which is phase one of a planned five-phase construction project, consists of approximately 132,000 square feet in a four-story building that is connected between two existing buildings on its site. Although there was no real programming phase for the project, the primary goals for the World Headquarters Building were:

- To provide an icon for the corporate campus with its 188-foot illuminated tower;
- To help create a corporate identity;
- To provide a corporate cafeteria; and
- To offer growth office space.

Construction on the building began after breaking ground in September 2001. The new state-of-the-art cafeteria, which can accommodate approximately 500 associates and has an outdoor courtyard, was the first space to open in early April 2003, with final occupancy taking place this late summer. The "Vision Center", which is located on the second floor, is the primary meeting space for all of Cerner's clients. This floor consists of several high tech meeting rooms, an auditorium, and a client bistro. The third and fourth floors consist of office and meeting space for the intellectual and sales divisions.

One of the unique characteristics of this building is the integration of technology within the architecture and interior finishes. Whether you are sitting at one of the round meeting tables with the incredible floating "donut" acoustical ring above you, or you are at your workstation with the custom panel fabric with ones and zeros spelling out Cerner in computer code, technology is all around you.

We would like to thank Cerner for giving us the opportunity to step inside their fabulous new World Headquarters, and thank everyone that was able to attend this program.

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Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR
 (All dates and times are subject to change.)

DATE SPONSOR	PROGRAM	LOCATION	TIME	COST MEMBERS	COST NON MEMBER
Nov. 4-5 KC-IFMA	Finance and Accounting for Non- Bean Counters	Business & Technology College 1775 Universal Ave. Room 248 Kansas City, MO 64120	8:00 am - 4:30 pm	\$200 By Oct 20 \$250 After Oct 20	\$250 By Oct 20 \$300 After Oct 20
Nov. 18 KC-IFMA	"Dealing with Difficult People"	Focus Seminars of Kansas City, Inc. 5354 Longview Rd. Lee's Summit, MO 64137	11:30 am - 1:00 pm	\$15.00	\$20.00
*Nov. 20 PEP	"The Power Grid Blackout" Partnership for Emergency Planning	Jewish Community Campus 5801 West 115th St. Overland Park, KS 66211	8:00 am - 10:00 am	No charge	No charge
Dec. 16 KC-IFMA	Holiday Party	Scott Rice Office Works 14720 West 105th St. Lenexa, KS 66215	5:00 pm - 7:00 pm	No charge	No charge
2004 SPONSOR	PROGRAM	LOCATION	TIME	COST MEMBERS	COST NON MEMBER
Jan. 20	Lifesaving AED, FA, CPR	Overland Park Fire Training	11:30 am	\$15.00	\$20.00

KC-IFMA		Academy 12401 Hemlock Overland Park, KS 66213	- 1:00 pm		
Feb. 17 KC-IFMA	Healthy Office Seminar	To be determined	11:30 am - 1:00 pm	\$15.00	\$20.00
Mar. 16 KC-IFMA	Tour Church of the Resurrection	Church of the Resurrection 13720 Roe Ave. Leawood, KS 66224	11:30 am - 1:00 pm	\$15.00	\$20.00
Apr. 20 KC-IFMA	TBD Save the Date				
Apr. 27-29 KC-IFMA	The Real Estate Game	To be determined	8:30 am - 4:30 pm	\$300 By April 10 \$325 After April 10	\$350 By April 10 \$375 After April 10
May 18 KC-IFMA	TBD Save the Date				
June KC-IFMA	Golf Outing	Painted Hills Golf Course 7101 Parallel Parkway Kansas City, KS 66112	1:00 pm - 7:00 pm		
July 20 KC-IFMA	TBD Save the Date				
Aug. 17 KC-IFMA	TBD Save the Date				
Sept. 21 KC-IFMA	TBD Save the Date				
Oct. 19 KC-IFMA	TBD Save the Date				
Nov. 16 KC-IFMA	TBD Save the Date				
Dec. 21 KC-IFMA	Holiday Party	To be determined	Evening		

Registration is required for all events. To register for any IFMA activity, watch for meeting announcements via e-mail, in the Facilitator and/or consult the Chapter Website www.kcifma.com.

*Sponsored by Partners in Emergency Planning, RSVP to BillC.Latteman@yellowcorp.com by November 13 to register.

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We want to hear from you...

If anyone is willing to share a story or write a small paragraph for our newsletter, please feel free to do so. We would love to hear about the projects with which you are involved or share with us the "Horror Project of the Month". If you are a Certified Facility Manager (CFM), you can earn maintenance points for writing an article for the newsletter. News articles are due to our Newsletter Editor, Becky Beilharz, on the third Friday of the month.



CFM'S KNOW - DO YOU?

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

What is the greatest potential pitfall in acquiring property today?

- A. Inadvertently accepting environmental contamination liability.
- B. Not obtaining the clear title to the property.
- C. Stringent zoning restrictions.
- D. Tax liability.

Answer can be found after the "Quick Pix"

Quick Pix



A must see: Alan Bram doin' the Texas boogie . . .



. . . and Carl Melin joins in the fun!



*Roberta Lovin and Kelly Hayes
also enjoy the Sunday evening event*



... so do Jim Cook & Jennifer Latshaw



KC members cheer the Chiefs to victory on Monday night football



Jack Tinnel, Gaylen Swanigan, and Becky Beilharz enjoy the Expo floor



Jim Cook and Bill Corbett at the Awards Banquet



Jerri Jensen, Teena Shouse, and Becky Beilharz celebrate the night

Answer to this month's CFM question:

A. Inadvertently accepting environmental contamination liability.

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