

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



## President's Podium

### WORK EXPECTATIONS

Job uncertainties are on many of our member's minds, including myself. These days, companies are frequently making the decision to downsize, out source, or close their doors completely. As I have shared my situation with some fellow members, I have been surprised to learn that others, too, are wondering week by week about their jobs.

I can honestly say now more than ever I am glad that I am involved in IFMA. Staying connected with your peers and keeping current with industry changes is imperative. The Kansas City Chapter is committed to being a chapter that meets the needs of its members. Our chapter recognizes that many members are in transition and are assisting by waving our monthly program fees.

IFMA National further offers quarterly payments for members who are paying the membership themselves or are out of work. National will also re-classify a member to a retired member status which gives them a \$53.00 per year savings, and payments can be made quarterly as well. IFMA National has recognized that many of our members have been called up to active duty, and, when notified, will place their memberships on hold for them. The Kansas City chapter has notified them that we have such a member, Robert Rives, and have placed his membership on hold.

Perhaps during tough times one of the greatest assets of membership is access to JOBnet, our free online job bank. Times of transition are also an excellent opportunity to get more involved with your chapter, network, and offer to help out on a committee project.

Donna Koontz, President  
Kansas City IFMA Chapter



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# FOCUS FEATURE

## FIVE WORKPLACE MYTHS

The 21st century has begun, and the office is still here. A new research study conducted for Knoll, Inc., by the independent market research firm DYG, Inc., revisits some of the myths promulgated in the early 1990s by futurists and others who predicted the demise of the office by the year 2000. Here's what a national survey of 350 full-time office workers revealed:

### **MYTH NO. 1: 'THE OFFICE IS GOING AWAY'**

The notion of the "virtual office" - the ability to work anytime, anywhere - captured our imagination in the early 1990s, when portable computing and wireless telephony took the workplace by storm. Promising freedom from drudgery and from the confinement of bricks and mortar, advertisements portrayed workers in luxurious outdoor settings leisurely typing on laptops and talking into cell phones. Times have changed. Today's ads demonize the very technology they once exalted: Witness the ringing cell phone tossed through the air and sinking in a lake. As with most myths, the truth lies somewhere in the middle. After all, what kind of road warrior could possibly survive without cell phones, PDAs and portable computers? According to the Knoll/DYG research, however, people who spend most of their time out of the office represent a relatively small percentage of the working population - about 7 percent - while those saying they spend most of their time in the office represent a whopping 73 percent. Further, only 16 percent said they spend so little time in the office that they don't care about its size or furnishings, and only 1 percent of company employees say they work exclusively out of a home office. As we enter the 21st century, even some staunch futurists admit that the workplace will consist of both "bricks and clicks."

### **MYTH NO. 2: 'TECHNOLOGY IS KING - WHO CARES ABOUT THE SPACE?'**

While it is true that technology is king - 81 percent of office workers surveyed said that having state-of-the-art technology is absolutely essential to their productivity and satisfaction - only a small minority, 34 percent, agreed that as long as they have all the equipment and technology they need they really don't care how large their workspace is or how well it is furnished. In fact, running a close second, 79 percent of office workers felt that having ample storage space for work-related items would make them happier and more productive at the office.

In the last decade, many companies invested heavily in technology while minimizing their

investment in real estate. What they didn't realize was that the office, as it turns out, does more than simply provide a physical location for people to work in. An office that fosters job enjoyment and self-esteem plays a proven, positive role in encouraging innovation and accelerating worker productivity. Women are more emphatic about this issue than men, with 65 percent of women versus 53 percent of men agreeing that a nice workspace is one of the key things that help people feel better about their jobs and enjoy them more. In the 21st century, it will be increasingly important for companies to attend to the symbolic and psychological messages that are transmitted by their physical environments to workers, prospective workers, and even customers. The quality of the office space tells workers whether they are valued and respected, and whether or not they want to work at the company. Therefore, employers who invest all in technology at the expense of space, do so at their peril.

### **MYTH NO. 3: 'THE PAPERLESS OFFICE'**

You might call it pulp fiction. Are you paperless yet? Do you know anyone who is? The myth of the paperless office has been bandied about for the last two decades, since the advent of the first personal computer. The thinking is logical: now that we have all these PCs, why do we need paper? But, alas, it appears that the more technology we use, the more paper we produce. It should come as no surprise, then, that workers say having ample storage for work-related items is second only to state-of-the-art technology for improving productivity and satisfaction in the workplace.

### **MYTH NO. 4: 'STATUS IS DEAD'**

In the past, the size and quality of office space assigned to workers reflected their rank within the organization. The more important the worker, the bigger, better, nicer, and more private the space. And, as workers moved up in the organization, space and amenities were linked to the company's promotion strategies. All that changed in the 1990s. Downsizing, reengineering, collaboration, and teamwork all prompted companies to rethink the effectiveness and practicality of the pyramid approach to office planning. But have workers' attitudes changed along with corporate strategies to eliminate the association of status with the office? Fifty-five percent of office workers strongly agree that the workspace someone has relates more or less to his or status within the organization. And, while there are no significant differences between men and women on the issue, workers in larger companies (1000 +) are much more likely to see someone's workspace as a status symbol than those who work in smaller companies (40-999). The good news for employers is that most workers feel bigger is not necessarily better. They are not demanding large corner offices. The research suggests a new kind of status: giving workers the tools and equipment they need - including the office - to get the job done.

### **MYTH NO. 5: 'ONE SIZE FITS ALL'**

Perhaps it was a knee-jerk reaction to the "space as perk" concept that prevailed in the 1970s and 1980s. But when the floodgates of downsizing and reengineering opened in the early 1990s, along came the notion that everyone in the organization should have the same space and the same layout, no matter who they were or what they did. Universal planning is a one-size-fits-all strategy that is intended to reduce real estate costs and facilities churn costs. While this static and rigid approach to office planning may work for some occupations and can lead to cost reduction and efficiency, it is not necessarily good for people and productivity. In the Knoll study, workers were asked to identify workspace characteristics that would make them more productive and more satisfied at work. The ability to personalize space to their individual work style was cited by 73 percent of office workers who said it would make them more productive, and 76 percent who said it would make them more satisfied. With the focus today on attracting and retaining employees, companies would do well to consider giving workers more freedom of choice and greater control over their work environments.

*Reprinted from Knoll Research Study, all lead by Christine Barber, Director of Workplace Research.*

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## **KC IFMA GOLF OUTING 2004**

This year the golf outing is scheduled for Thursday, June 3rd, and will be held at The Painted Hills Golf Course at 7101 Parallel, Kansas City, KS. If you are interested in playing, volunteering, or joining us for dinner, please contact Sam Davidson immediately.

You can reach Sam at @ 816-943-3740 or Scott Quarterson @ 913-541-0020.

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 2004 Golf Outing Co-Chairmen

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## **Certified Facility Manager (CFM) Review**



Certified Facility Manager

This two-day review session is intended to help you prepare for taking the CFM Exam. In addition, it will provide an excellent opportunity to network with fellow Facility professionals and to become more adept in each of the following core competency areas: Operations & Maintenance, Real Estate, Human & Environmental Factors, Planning & Project Management, Leadership & Management, Finance, Quality Assessment & Innovation, Communication and Technology. These core competencies form the basis for the CFM

exam. Each of these core areas support the goals of IFMA's certification program, which are to assure professional excellence, establish standards for global professional practice, promote the added value of the profession, and influence the future direction of the profession. Instructor will be Teena Shouse, CFM, General Manager of Employee Services for Sprint.

Also -- class participants will be reimbursed \$100 when taking the CFM test!!!

**Date:** June 22 - 23, 2004  
**Time:** 8:00 a.m. to 5:00 p.m.  
**Cost:** \$200 and includes continental breakfast, breaks, lunch and materials.  
**Location:** Jewish Community Campus, 5801 W. 115th Street, Overland Park, KS  
**Registration:** [Register online](#) or make checks payable to KCIFMA (please include your email address with your registration so that we may contact you with pertinent course updates) and mail checks to KCIFMA, PO Box 412591, Kansas City, MO 64141.

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## International News

### ***CFM Renewal exemption based on personal circumstances, i.e., job loss within the FM profession, personal or family health issues, etc.:***

The ICC established a new category for CFMs who have special circumstances that require a period of not working in the facility management profession. The category would be "Inactive". The rules established by the ICC for this new category are as follows:

- *A formal application must be made to go inactive. An administrative fee of \$50 will be charged (this fee does not apply to individuals who are ill or unemployed).*
- Formal application must be made to reactivate the CFM. In order to be reinstated, the applicant has three years from the application date to submit a normal re-certification package. The package may be submitted earlier at the time that 120 maintenance points have been accumulated.

If you have any questions, please contact Certification Manager Megan Schlaack at [megan.schlaack@ifma.org](mailto:megan.schlaack@ifma.org) or call IFMA Headquarters at 713-623-4362.

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***Upcoming High-Performance Green Buildings Seminar - The Definitive Seminar on the Business of Sustainability***

**June 13, 2004**

NeoCon World's Trade Fair 2004 - Chicago, IL

Registration begins Spring 2004 at [www.merchandisemart.com](http://www.merchandisemart.com) and click on the individual show name.

**Sept. 29, 2004**

IIDEX NeoCon Canada at the National Trade Centre, Toronto, Ontario  
Registration begins summer 2004 at [www.merchandisemart.com](http://www.merchandisemart.com) and click on the individual show name.

**Oct. 12, 2004**

IFMA World Workplace at the Little America Hotel - Salt Lake City, Utah  
Registration begins Spring 2004 at [www.worldworkplace.org](http://www.worldworkplace.org)

**Nov. 6, 2004**

NeoCon East at the Baltimore Convention Center, Baltimore, MD  
Registration begins Summer 2004 at [www.merchandisemart.com](http://www.merchandisemart.com) and click on the individual show name.

For more information and registration, please go to [www.ifma.org](http://www.ifma.org).

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**World Workplace 2004 registration is now open!**

Registration for IFMA's World Workplace 2004 is now open on the World Workplace Web site - [www.worldworkplace.org](http://www.worldworkplace.org)

Reserve your spot today and receive the discounted early member rate.

***"Fundance Film Festival"*** theme announced for the World Workplace 2004 Welcome Reception. Park City, Utah is home to the world-famous Sundance Film Festival™, an annual celebration of the best in independent films. If you couldn't make this year's event because you and Tom Cruise had a falling out or you were too busy pitching plot-lines to Peter Jackson, then join us for Fundance-a star-studded networking event featuring prominent workplace celebrities! The "Fundance Film Festival" Welcome Reception will take place on 7 p.m. - 10 p.m. MDT, Sunday, Oct. 17 at the Salt Palace Convention Center. Come costumed as your favorite movie star, and keep your eye on the big screen...is that you behind those Foster Grants? Enjoy star-studded evening complete with music, drinks and hors d'oeuvres. Admission is included with event registration. Additional tickets may be purchased for \$95 (U.S.) each.

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# May Program Review

## KANSAS SPEEDWAY TOUR

By Stephanie Mann  
Program Committee

The May program meeting was a presentation and tour of the Kansas Speedway. We began in the infield Media Center where Darren Cook, Director of Facility Operations, gave a brief presentation and question and answer session.



**Our host, Darren Cook**

The Kansas Speedway, which is owned by ISC (International Speedway Corporation), opened its doors in 2001 and is now entering into its fourth season. The \$225 million project sits on approximately 1,200 acres in Kansas City, Kansas. Although there are only three major race weekends per year, the facility is booked with events about 250 days out of the year. These events vary from corporate meetings, private tours and Nascar Driving schools. There are about 50 full time employees, but during race weekend that figure jumps to approximately 5,000 employees, including security, concessions, medical, and on-site fire department staff.



The track itself is a 1.5 mile tri-oval with five degree to 15 degree embankments around the track. There are 43 spaces on pit road where the noise levels (during race time) can reach 110 decibels and track temperature has been recorded at 140 degrees in July. The infield is where you will find the Media Center, inspection stations, garages, medical center, driver family center, RV parking and,

of course, Victory Lane. The Kansas Speedway also provides a unique experience for the fans with the infield Fan Walk. With the purchase of a ticket, fans can walk around the infield area and watch car inspections, get drivers' autographs, listen to bands play and be part of Victory lane.

The Grandstand area is home to approximately 80,000 seats with the ability to add seats to the south end for a grand total of 140,000 seats. The Concourse is approximately 1,800 feet long with concessions, novelty and restrooms. There are two suite levels (58 suites, some double suites) and a Media/Press level where team spotters can be found as well.



The view from the President's Suite

When asked what the biggest challenge is in keeping up a facility like this, Darren responded "trying to grow grass" in other words, the grounds maintenance.

Thanks to Darren and The Kansas Speedway for this up close look at their unique facility.

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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
June 3 KC-IFMA	Golf Outing	Painted Hills Golf Course 7101 Parallel, Kansas City, KS	1:00 pm - 7:00 pm
June 17 KC-IFMA	Brave Buildings FM Edge Audio Seminar - No Fee		11:45 am - 1:30 pm
June 22-23 KC-IFMA	CFM Review Class**	Jewish Community Campus 5801 W. 115th Street Overland Park, KS	8:00 am - 5:00 pm
July 20 KC-IFMA	Building Seminar	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	8:00 am - 11:30 pm
July 20 KC-IFMA	So You want to Build a Building	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	11:30 am - 1:00 pm
July 21	Disaster Planning & Preparedness	Kansas City, MO	7:30 am - 4:30 pm



FM Global	Wksp. Call 1 877 364-6726 (toll free)		
July 22 KC-IFMA	Linking Corporate Culture to FM Organizational Success FM Edge Audio Seminar		11:45 am - 1:30 pm
Summer 2004	IFMA National Course on Technology - the Newest Competency		
Aug. 17 KC-IFMA	TBD Save the Date		
Fall 2004	Environmental-focused course		
Sept. 21 KC-IFMA	AED & CPR Training		8:00 am - 11:30 pm
Sept. 21 KC-IFMA	TBD Save the Date		
Oct. 16-19 IFMA	World Workplace	Salt Lake City, UT	Daytime/Evening
Oct. 26 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 [Calendar of Events](#).

The fee for regular monthly IFMA programs is \$15 for members and \$20 for non-members. Workshops and seminar fees vary somewhat as do programs offered by other professional organizations. Please consult the chapter newsletter and/or Website for details.

\* IFMA Members \$300.00; Non-members \$350.00  
\*\* IFMA Members \$200.00

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## CFM'S KNOW - DO YOU?

**Who usually has ultimate responsibility for a code violation in the design of a facility?**

A. Contractor.

- B. Facility manager.
- C. Client company.
- D. Architect.

*Answer can be found after the "Quick Pix"*

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## Quick Pix



*Becky Beilharz requests forgiveness from Dennis Corkran for the misprint in last month's newsletter listing him as Dan Sexton. Sorry!*



*Evelyn Lanning meets the "press"*



*Alan Bram and Mark Zellmer enjoy the view*



*Evelyn Lanning, Debbie Deason, Todd Green, and Wichita Chapter guest, Dale Staab*



*Linda Atha, Carl Melin and Paige Price*



*Alex Maslow, Ralph Prunte, John Hall*



*Ed Wills, Ron Burns, and Doug Wills*



*A picture only a FM could love*

*Answer to this month's CFM question:*  
D. Architect

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