

November 2004

The Facilitator

Kansas City Chapter of International Facility Management Association



Find out more about the future of Downtown Kansas City at the upcoming Chapter meeting. Details on Page 2.

PRESIDENT'S PODIUM



Website Changes

One of my goals as President this year was to change our website and be able to offer online payment. Since our roll-out of the new website in September, I am happy to report that we have now added the pay online feature. Our online payment plan accepts MasterCard, Visa, Discover, and American Express.

The online payment allows members to sign up and pay for Chapter events, including educational programs and monthly program meetings. No credit card payments can be taken at the door. Members wanting to make a payment at the door for an event must make payment in the form of either cash or check.

We continue to add items to our Calendar of Events and educational opportunities. There is a link at the top of the webpage that will open the current month's calendar. Click on any of the events and it will cross-link you to an information page and give you the option to register for that event and to use the pay online feature.

I have been receiving numerous phone calls about members having difficulty in accessing the "Members Only" section. If you want to check out the "Members Only" section, you will log in by using your IFMA National membership number as the username and your last name as the password. The following are the sections which are restricted to members only: Contact List, Job Bank, Resource Section, and the Photo Gallery. The Photo Gallery includes pictures taken at Chapter events.

One of the best deals to look for online is our upcoming Program Pay Pack for 2005. For a one-time fee of \$135, you can get 10 programs for the price of 9.

In addition, in the next few months, BNIM Architect's graphics departments will be redesigning our webpage's graphics and navigation. Please free to submit any comments or questions to info@kcifma.com.



Donna Koontz,
Chapter President

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November Preview: Future Downtown Kansas City

By Jim Cook
Program Committee

As Facility Managers we love buildings . . . new . . . old . . . and renovated. We are witnessing probably the largest development period in Kansas City in our lifetime! H&R Block, Internal Revenue Service, Federal Reserve Bank, Kansas City Live, Sprint Arena, Hotel President are all in development. Others, like the Bernstein Rein development in the Plaza, are beginning and yet others are planned. Downtown, Mid-Town and the Plaza are all experiencing development of commercial and residential construction. Lofts and condos are everywhere!

Our November 16th meeting is all about this exciting and important time for development in Downtown Kansas City. Our speakers are Gib Kerr, Vice President of Tower Properties, David Rezak, Principal with 360 Architecture, and William Dietrich, President/CEO of the Downtown Council of Kansas City. They will share their experience and insight regarding current and future projects and the vision for the future of Downtown Kansas City.

Gib is responsible for all marketing activities for Tower Properties and is very involved with civic groups such as the Downtown Council, Greater Kansas City Chamber of Commerce, and was an Ingram's Magazine "Forty Under Forty" honoree in 2000.

David is currently serving as Project Manager for H&R Block's new World Headquarters, which will anchor the Kansas City Live! Entertainment District, another 360 Architecture project. In addition to these projects, Davis' firm is involved in the Sprint Arena and the IRS project. He is an active member of the Downtowners Group, an organization focused on re-energizing Kansas City's urban core.

Bill has played a leading role in implementing Downtown's revitalization efforts, including the development of the \$1.5 million annual Community Improvement District and the Downtown Political Action Committee. Bill holds a bachelor's degree in psychology and a Masters in Business Administration in Managerial Leadership.

Appropriately, the meeting will be held in the Helzberg Auditorium on the top floor of the new Kansas City Library. The Library, located at 14 W. 10th Street, itself is a recently renovated structure that formerly housed the First National Bank. It is a gem of a building that all will enjoy. Parking is available in the new garage to the west of the library at 10th and Baltimore. Your parking will be validated for one hour.

Date: November 16, 2004
Time: 11:30 a.m.—1:00 p.m.
Cost: \$15 Members; \$20 Non-Members
Location: Kansas City Public Library
14 W. 10th St. (10th & Baltimore)
Parking: The Library parking structure located at 10th & Baltimore
RSVP: 913-906-6000, ext. 1144 or online at www.kcifma.com

CFMs Know—Do You?

According to uniform building code, what is the maximum length of a dead-end corridor in a sprinkled building?

- A. 20 feet.
- B. 50 feet.
- C. 100 feet.
- D. 85 feet.

The answer can be found on the last page.

FOCUS FEATURE

By Bill Corbett

REVIEW OF WORLD WORKPLACE '04

The three-day World Workplace conference held in Salt Lake City this year was informative, fun, and wet!

The event started for me on Sunday morning. I was one of about 24 individuals invited to participate in a round table discussion with first time attendees to help them get the most out of their time at World Workplace. It was rewarding, fun, and interesting to get to meet eight of the first time attendees at my table. These individuals were from places like, Atlanta, Cornell University, Seattle, Germany, Denmark, and other cities. I had an interesting conversation with, Olaf DieBner (pronounced Diessner), Facility Manager for Enercity, a utility company in Hannover Germany. We were discussing emergency generators and our company's use of them. Olaf informed me that in Germany, when his company runs their emergency generator, they are taxed for the run time, interesting concept? After the session was over, I was glad I had accepted the invitation because I got to meet eight new facility managers. Getting to know new people and networking is one of the greatest offerings of World Workplace!



Next stop, time out for some football! This year, it started at Iggys Sports Bar with the Kansas City Chiefs vs. Jacksonville. By the time I arrived (second quarter), quite

a few members of the Kansas City Chapter were

there shouting for the home team. Our chants and screaming must not have been heard, Jacksonville 22 and KC 16. Ouch! Needless to say, Sunday wasn't the best day for being a Chiefs fan!

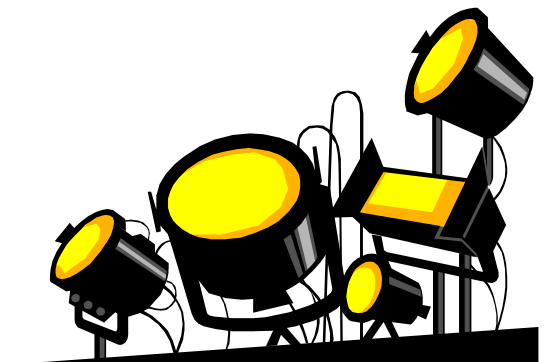
After the loss, it was back to the Salt Palace Convention Center to visit some of the 200 exhibitors and their product offerings. There is always something new to see and discover. That evening, we attended the Welcome Reception Fundance Film Festival to mingle with the celebrities! There might even be a picture or two of them and some of our Kansas City facility managers.

Monday morning it was time to join others and earn some credit points at the educational sessions. This year, between Monday and Tuesday, there were 74 sessions at seven different times to broaden your knowledge of facilities management. I am proud to say I made it to seven sessions. I think I set a record?

Monday evening a great time was had by all in attendance at the Monday night football party that Cort Furniture Rental held at the Sky Box Sports Bar. We all got to see some good football, as well as two American and National league baseball games for the pennant races. My neck is still hurting from all the head turning I did!

Tuesday morning I attended the Closing Keynote Session with speaker, Patrick Lencioni, and his topic, "The Five Dysfunctions of a Team". He shared some interesting insights on creating a winning team. I enjoyed it so much that I bought his book on the subject. I wonder if the Chiefs would like to borrow it? Then it was off to more sessions for the rest of the day.

Continued on page 8.



October Program Review

By Lona Alexander
Program Committee

We held our October meeting amid the calm before the storm at the American Royal offices. The "Royal," as it is referred to, would begin its annual livestock show the very next day with the rodeo and horse shows to follow suit. Situated in the Governor's room overlooking Hale arena we enjoyed an awesome buffet lunch provided to us by



Lona Alexander draws the winner of the American Royal tickets

the Golden Ox restaurant. A drawing was held, and two lucky folks each received a pair of tickets to a rodeo & concert performance at the Royal.

"Improving your Success Ratio" was the topic for the October 19th luncheon meeting. Allison Darling founded Management Concepts in 1994 and presented to us her expertise in the area of self improvement. We were each asked to compare various aspects of our lives with a personal and business evaluation based on things such as financial, family, physical, mental, people skills, sales influencing, time management etc., and then measuring and rating our satisfaction with each area. What we created was a "Life Wheel" that, in a perfect world, which we all know doesn't exist, would spin evenly on the surface it travels over. During this interactive process, we often saw that our wheels were very misshapen and surely would not spin. Allison took this opportunity to then go over how we could each break out of the unproductive patterns we all fall victim to. Three recommendations were made to help us



Guest speaker,
Allison Darling

overcome some of our bad habits: (1) look for an impact situation or event that has a life altering affect, i.e., 911; (2) Strategize and form a specific plan on how to change the negative or unproductive behavior; and (3) Shear repetition, repeat the correct attitude or behavior until it becomes an auto response.

Establishing goals and determining their value were the next critical steps toward change. We then were asked to assess the consequences and obstacles that would lead us to the action steps necessary to meet our goals. Allison admitted "she couldn't fix us completely in 45 minutes". She did ask that we focus on the one critical issue in our lives that needed change and to take away at least one thing from our meeting to help reverse the situation or issue.

Managements Concepts Formula for SUCCESS is as follows:

A+S+K + GOAL = PBC (output) IR

Decoded:

**Attitude + Skill + Knowledge =
Positive Behavior Change (output)
Improved Results**

Thus," Improving your Success Ratio".

***Allison admitted
"she couldn't fix us
completely in 45
minutes".***

INTERNATIONAL NEWS



IFMA Competency Courses Now Online!

IFMA's online self-study courses allow learners to participate at times that fit their schedules with no costs for travel. Interacting with multimedia content, a participant has access to the latest in FM resources. Designed by IFMA-recognized FM professionals, IFMA's course modules can help CFM candidates fill educational gaps, FMP (Facility Management Professional) participants meet program requirements and professionals in related fields obtain valuable continuing education units (CEUs). A personalized learning portal allows for convenient access to course materials, discussion areas, FM experts, resources and individual educational records. The online courses are affordably priced as low as \$99. The finance course and technology course are now available. For more information, go to http://www.ifma.org/profdev/self_study.cfm or call 713-623-4362.

If you provide FM-related services, this is the ONE place you need to be in 2005!

Make sure you're seen in the one-stop resource directory for workplace professionals. A listing in IFMA's updated and expanded *FM Guide* is an important part of your marketing efforts and easily brings in a 10-fold return on investment. IFMA is publishing this comprehensive resource as a stand-alone piece, rather than as an enclosure in the FMJ. Users will have an all-inclusive directory at their fingertips to reference throughout the year. Also, for the first time ever, advertising space is available in the *FM Guide*! The *FM Guide* outperforms other directories at a fraction of the cost!

All IFMA members receive a free copy of the *FM Guide* in March 2005. You're reaching your target market in the premier FM product-and-service directory, appreciated and utilized by your fellow IFMA members. To ensure your company is listed in the *FM Guide*, go to:

http://www.ifma.org/fmj/2005fm_guide.cfm or contact T.J. Alexander at tj.alexander@ifma.org or by calling 713-623-4362, x107.

Chapter News

IFMA Foundation Scholarships

The IFMA Foundation awarded \$26,500 in scholarships to 17 graduate and undergraduate students of facility management on Oct. 16 at IFMA's World Workplace conference in Salt Lake City, Utah. This brings the total number of dollars awarded by the Foundation to more than \$200,000 since 1991. Funding for the scholarships comes from IFMA councils and local chapters, as well as from corporations with business ties to the facility management industry. To date, 108 scholarships have been awarded.

The \$1,000 KC Chapter Scholarship went to Matt Weaver of Ferris State University. After graduation Matt hopes to work for a college or university practicing facility management.

Educational Opportunities



IFMA FM Edge Audio Seminar Series Presents . . .

Keeping the Wolves from Your Door: Doing a Great FM Job, Measuring it & Telling the Right People

*(possibly the most popular presentation at this year's
World Workplace)*

Date: November 18, 2004
Time: 11:45 a.m. - 1:30 p.m.
Location: NAIC, 2301 McGee, Suite 800
 Kansas City, MO
 Conference Room 638

Audio & Web Presentation

The better facility managers do their work, the more invisible they become to their organizations, particularly where upper management is concerned. It seldom occurs to internal customers that the company's facilities are attractive, comfortable, flexible places to work as a result of purposeful thinking and deliberate actions.

Learn the specific tools and techniques to evaluate, measure and effectively present the worth of your labors to others in the organization. Understand how to identify and implement techniques to evaluate your FM functions' performance, as

well as measure, compare and document that performance. Learn how to identify critical audiences and effectively communicate to them. If you don't tell them, who will?

Speaker:

**Rod Stevens, CFM, IFMA Fellow, AIA
 Architect/Facility Information Manager
 Pioneer Hi-Bred International Inc.
 Johnston, Iowa, USA**

Mr. Stevens is the architect/facility information manager for Pioneer Hi-Bred International Inc., a DuPont company specializing in agricultural genetics. He is currently assembling and updating a comprehensive electronic properties database of Pioneer's global real estate holdings, supporting the ongoing implementation and management of SAP R/3 business enterprise software for Pioneer while providing design, code compliance, accessibility, project management and technology consulting for the company. A graduate of Iowa State University, Mr. Stevens is one of the first to receive the Certified Facility Manager designation. He is a past member of the Board of Directors of IFMA, past member of the Board of Directors of AIA Iowa, past chair of the Advisory Group of the AIA's Facility Management Professional Interest Area and was named an IFMA Fellow in 2002.

**Don't forget to mark your
 calendar on December 14
 to attend the Annual
 Holiday Party.**

**Go to www.kcifma.com
 for more information.**

Quick Pix



Members enjoy a lunch before the October Chapter Meeting.



Did you see "Ghosts" at the Awards Banquet?



Phil Gardner and Sheryl Wolfe are Paparazzi and Mamarazzi at the Welcome Reception's Hollywood Night



Jack and Pat Tinnel

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

DATE SPONSOR	PROGRAM	LOCATION	TIME
Nov. 16 KC-IFMA	Downtown Projects & Process	Kansas City Public Library 14 W. 10th Street Kansas City, MO	11:30 a.m.–1:00 p.m.
Nov. 18	FM Edge Audio Seminar: Keeping the Wolves from Your Door	NAIC 2301 McGee, Suite 800 Kansas City, MO	11:45 a.m.-1:00 p.m.
Dec. 14 KC-IFMA	Annual Holiday Party	2300 Main Kansas City, MO (Building across from Blue Cross Blue Shield)	5:00-8:00 p.m. (Evening meeting)
Jan. 18 KC-IFMA	Violence in the Workplace	Location TBD	11:30 a.m.-1:00 p.m.

Answer to CFMs Know–Do You:
A. 20 feet.

*Kansas City Chapter of International
 Facility Management Association*

The International Facility Management Association is a growing, fast-paced organization whose purpose is to strengthen and advance the knowledge base essential to leading the integration and optimization of the built environment worldwide. The Kansas City Chapter of IFMA is dedicated to carrying out this goal through the work of its members and the leadership of its Board of Directors.