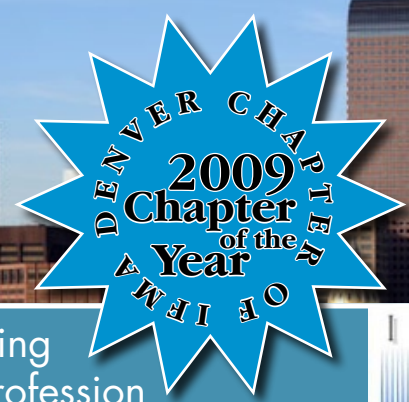


Voice OF THE Rockies

Denver Chapter
of IFMA

Advancing and Supporting
the Facility Management Profession



WINTER 2011

DENVER CHAPTER OF IFMA COMMITTEE VISIONS FOR 2011

By Suzan Thomas, Editor

As we enter this first quarter of 2011, the members of the board of the Denver Chapter of IFMA are diligently planning and implementing ways to bring the chapter members the most value for their membership. Each committee is concentrating on their respective committee goals and agendas while keeping the overall chapter Strategic Plan in mind.

In an effort to keep our membership informed, we have compiled a short overview of what each committee has planned for the coming year and what the "vision" for the committee is in 2011.

One overwhelming consistency I saw in the feedback from each committee was their desire and need for more involvement from the chapter at large. So, as you read though the "visions" and you have a suggestion, question or thought, please reach out to the respective chair and give them your feedback, or, better yet, volunteer. The ultimate goal is to bring membership their "vision" of what the Denver Chapter of IFMA should be.

FEATURES

- Letter from the President
- CFM Spotlight
- Associate Member Spotlight
- This N That

ARTICLES

- Committee Visions for 2011
- The Last Four Habits Revisited
- A Step Back
- Introducing the New IFMA Sustainability Facility Professional (SFP) Credential

EDITOR'S BOX

- Suzan Thomas, Editor
- Myrnan Fronczak, Co-Editor, Staff Writer
- Harry Hill, Staff Writer
- John McDonough, Staff Photographer
- Cathy Stamp, Cont. Writer
- Dean Stanberry, Cont. Writer

ADVOCACY

The Advocacy Committee is new to the chapter this year and is headed up by Judy Leyshon, Past President. The goal of the committee is to help focus the Denver Chapter on IFMA's continuing efforts to magnify the role of the facility management professional and to help shape issues of importance to the profession. The exact ways that the committee will be accomplishing this goal will be exciting to watch as this new committee develops.

AFEC

The AFEC (Advanced Facility Management and Engineering Conference) Committee is chaired by Carolyn Visalli. The committee is tasked with the large endeavor of putting together the largest event in the Rocky Mountain region dedicated to facilities management and engineering professionals. The committee puts this event on in cooperation with AFE (Association for Facilities Engineering) and BOAC (Building Operators Association of Colorado).

Continued on page 2

DENVER CHAPTER OF IFMA 2011 SPONSORS

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The Floor Care Company
Margenau Associates
Royal Cup Coffee
Team K Services
Tecta America
Trane

In 2011, the committee is dedicated to having a nationally-recognized speaker for the Keynote. They plan to attract a larger exhibitor base, with a wider variety of specialties. The marketing efforts will be increased so that more IFMA members are aware of and excited about our local show. The committee will also create a succession plan for the chairperson thru 2013.

BOULDER NETWORKING GROUP

The Boulder Networking Group which offers educational and networking opportunities 3-4 times a year to members in the Northern Metro area has two new Co-Chairs in Pat Reed and Andrew Christie in 2011.

The committee plans to schedule meetings in the northern region that are casual. These meetings will not conflict with Denver Chapter of IFMA event so that Northern Metro members have the opportunity to network with the broader Denver Chapter. The purpose of the committee is to bring FM professionals with experience in the Northern Metro area together. These meetings will be held at various local facilities and may include but not be limited to social networking, sharing challenges and solutions, and discussing the industry's best practices and chapter initiatives. There will also be educational presentations and facility tours. Rules are lax, membership is not required, and the cost is kept to a minimum and covered by attendees. The Boulder Networking Group is a casual, but very effective introduction to the Denver Chapter of IFMA and to the IFMA International at large.

CHAPTER ADVANCEMENT

The Chapter Advancement committee, chaired by Jason Kleinhelter was formed last year to bring a more comprehensive approach to chapter sponsorship. It combined the Golf Committee and

Sponsorship Committee into one cohesive group.

This year the team is going to continue to enhance the current sponsorship program to provide more benefits to both the associate and professional members. They plan to make necessary adjustments to the program to adapt to the feedback they hear during their outreach. They will also ensure that the golf outing continues to provide the Denver Chapter of IFMA with an entertaining and beneficial event.

COMMUNITY SERVICE

The Community Service committee co-chaired by Eric Patterson and Nancy Fairchild has done so much great outreach for the community in years past and this year they plan to organize the events listed below.

- Girls Scout Cookie Distribution
- Facility Assessments
- Pantry Drive for Warren Village
- Boys & Girls Club Camp Cleanup
- Denver Rescue Mission Work Day
- School Supply Drive for Colorado Coalition for the Homeless
- American Humane Association Collaborative Work Environment Project
- Toy Drive & Silent Auction/Fund Raiser for Colorado Coalition for the Homeless
- Children's Hospital Crayon Drive
- Toy Sorting at the Boys & Girls Club
- Joy House in Denver – Need a play ground for the children

EDUCATION

With Byron Edwards' election to Vice President, the Education Committee has gained a new chair in Annette Swenson along with several new committee members to help lead the chapter into 2011. The committee will focus on improving the chapter's professional development commitments to its strategic initiatives. It

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MEMBERSHIP REMINDERS

- When your contact information changes (i.e. job change, e-mail, address, phone numbers, etc.) you need to notify IFMA International at www.ifma.org. Click on the tab at the top of the page, "Tools & Resources", then select "Membership Directory" on the left hand side of the page, at the top of the next page select "My Account." IFMA International will then notify the Denver Chapter of IFMA so you can continue receiving communications from the Chapter
- If you lose your job, you can qualify for a "retirement" status membership. The base IFMA dues for this category are \$100 annually plus \$50 for the Denver Chapter of IFMA dues. When you return to the work force, your membership will be re-categorized.
- You can pay your membership dues on a quarterly basis. Contact IFMA International at www.ifma.org or call Membership Services.

will also implement the updated Facility Manager Professional program (FMP) and the new Sustainability Facility Professional program (SFP) (see Dean Stanberry's article later in this publication) as well the Certified Facility Manager (CFM) review courses.

The new FMP program is effective as of January, 2011. The courses have been updated to reflect the ever changing environment of facility management. The new courses are:

- Operations and Maintenance
- Planning and Project Management
- Finance and Business Essentials
- Leadership and Strategic Essentials

The Denver Chapter will be one of the first chapters to be hosting the courses locally. This is an effort to eliminate the cost of travel. The first course to be offered is the "Operations and Maintenance" in March, 2011.

EMERGING LEADERS

The Emerging Leaders committee was formed in order to reach out to young professional and those professional new to the FM industry.

The committee has a solid core of 6 members that were involved in planning 3 IFMA Member Events in 2010.

Looking ahead to 2011, the goal is to grow the committee both in members and participation at their events. They plan to host 4 quarterly events in 2011, all open to both IFMA Members and their guests. The vision is to host events that allow new members, and potential members to socialize with the chapter in a setting that is smaller and less formal than the Denver Chapter luncheons.

The committee would like to develop a mentorship program for new members

alongside the Membership Committee, and explore new ways to reach out into the community to potential new members. They would also like to reach out to other emerging leaders organizations in an attempt to learn best practices, and increase visibility in the Denver community.

MEMBERSHIP

The Membership Committee provides enjoyable and exceptional volunteer experiences that are rich and meaningful for the volunteers and advances the work of the Denver Chapter of IFMA. The committee continually makes effort to maintain at least 80% membership retention rate and achieve 10% net growth in membership each year. In 2011, The Membership and Public Relations committee are building a stronger recruiting effort together, to expand opportunities to promote IFMA in sources outside of the chapter.

PROGRAMS/HOSPITALITY

The Denver Chapter of IFMA Programs Committee has rich history of exceptional and meaningful events, including educational programs, luncheons, tours, networking events and fun outings. The committee is once again chaired by Gloria Clark. Check out the chapter website for a full calendar of this year's events.

WEB BASED COMMUNICATIONS

Jon Cicero has stepped up as the new committee chair for the Web Based Communications committee. This year the committee plans to continue to improve the overall design of the website as well as increase user friendliness to the site.

The ongoing mission of the website is dedication to advancing the facility management profession through web-based media by providing a platform that highlights chapter sponsors, outlines

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CHANGE TO NOTE

Cathy Stamp has accepted the position of Government Sales Manager for Kimball Office. The Denver Chapter of IFMA has benefitted considerably in recent years when Cathy served as Chair of the Sponsorship Committee. Thank you Cathy so much for your contributions to the Chapter. Cathy's new contact information is:

Cathy Stamp
Government Sales Manager
Kimball Office
303-618-2893
cathy.stamp@kimball.com

professional development courses, and promotes current events in the greater Denver metro area to enhance the chapter and its members.

LETTER FROM THE PRESIDENT

JOHN McDONOUGH, FMP, PRESIDENT, DENVER CHAPTER OF IFMA



It's 2011, a New Year, new beginnings and optimism in abundance! For most people, saying good bye to 2010 was an easy thing to do.

The economy, political discourse and uncertainty all made it feel like the year would never end. There were bright spots and among the brightest was your Denver Chapter of IFMA! The chapter continued to strengthen and grow, striving to deliver more and more to the industry and our community. Membership under Adam Crowell's leadership has maintained our base while many professional trade associations have been scrambling. Our programs committee has continued to draw strong numbers and deliver wonderful presentations thanks to Gloria Clark and her committee. Byron Edwards and the education committee actually increased the number of free educational programs at a time when companies' education budgets were being pared back. And the newly revamped and renamed Chapter Advancement Committee under Jason Kleinhelter and Cathy Stamp has delivered the critical sponsorship funds that allow us to continue to give a superior product without increasing membership dues. I could go on as the list of members that make your Denver Chapter

of IFMA one of the best in the world is extensive and growing every day, but one more name that must be recognized is our outgoing President, Judy Leyshon. Judy's steadfast leadership and unwavering dedication over the past two years cannot be overstated. At a time when her professional duties and out of state travel increased dramatically, she continued to prioritize her time for the chapter and the association as a whole. I am pleased to be handed the reins at a time when the chapter is so strong and also intimidated at the same time, knowing what huge shoes I will be attempting to fill.

The chapter is in a fantastic position and I look forward to continuing to move us forward. The strong foundation has been laid and we are building upon it, but we need more bricks! Those components that will continue our growth are people. Like every trade association, the work gets done by those members that throw their hat into the ring and give their time and effort to see the association grow. We have been fortunate to have a huge number of members that volunteer their time and skills, but we need more. As is often said, "many hands make for light work", and your chapter needs you! Every committee could use more people and now is the time to step up to the plate. When asked why people don't volunteer the answer is often, "because no one has asked". Well I am asking and will continue to do so over the course of my tenure. Ask anyone that has been involved in this chapter and most will tell you that the experience paid them back tenfold. Getting involved can result in increasing your knowledge, growing your network, building friendships and even landing jobs! I have already begun to ask people to lend a hand and have been overwhelmed with the positive response. Jon Cicero has stepped up to head the Website Committee, Pat Reed and Samuel Cohen have jumped in with Steve Bein

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NEW DENVER CHAPTER OF IFMA LEADERSHIP

The Denver Chapter of IFMA members elected the following to serve as the Chapter's Executive Board for 2011:

President – John McDonough
Vice President – Byron Edwards
Treasurer – Brent Bean
Secretary – Kara Plender

Special thanks go out to the following Chapter members who have stepped up to take over Chair/Co-Chairs positions of the following Committees:

Education – Annette Swenson
Web Site – Jon Cicero
Golf Tournament – Steve Junge
Advocacy – Judy Leyshon
Boulder Networking Group – Pat Reed, Sam Cohen, Steve Junge and Andrew Christie

and Andrew Christy to help fill the shoes of Gary Myre on the Boulder Networking Group to name a few.

There is a list of committees and their chairs at the back of this publication. Please take a look, see where you would like to get involved, and reach out.

The Denver Chapter of IFMA is in a great position and with the combination of deep and stable roots and the infusion of new blood and new ideas we can only get better. I am excited to be taking the reins at such a wonderful time and encourage one and all to climb aboard for what will be a fun and fulfilling ride!

THE LAST 4 HABITS REVISITED

Cathy Stamp, Lead AP



About a year ago I wrote an article for the *Voice of the Rockies* titled "The Seven Habits Revisited". We looked at the first 3 of the famed 7 Habits developed by Stephen Covey in the mid-eighties to see if they still held true today. These first 3 Habits: Be Proactive, Begin With the End in Mind and Put First Things First are what Covey called "private victories". The idea is that we must get control of our own emotions, thoughts and actions before we can interact with others in a positive way.

Another New Year has arrived. It is time to look at the next 3 habits or "public victories". These habits allow us to examine our interactions with other people and to develop practices that make those encounters productive and meaningful. Before we get into the fourth habit there is a concept

called The Emotional Bank Account that requires our attention. The Emotional Bank Account describes the level of trust between any two people in a business or personal relationship. Deposits into the account raise the level of trust and repair any damages that might have occurred. Some examples of deposits might be keeping promises or seeking to understand rather than being understood. Withdrawals create damage and cause breakdowns in relationships. Being disloyal, gossiping or discourtesy are all examples of withdrawals. The idea of the emotional bank account pervades habits 4,5 & 6. Ok, let's take a look.

Habit 4 is Think Win Win. This is the habit of mutual benefit. This habit requires us to listen more and to communicate with courage. This habit manifests the idea of abundance, there is plenty out there for everyone. Wouldn't it be great if we all operated from the view that we have several pies to share not one pie that must be sliced up among all of us? We would have the freedom to be creative problem solvers instead of thinking that someone else has to lose in order for us to win. This habit tells us we must figure out what it is we want and then to listen to the other person with compassion to find out what they want. Then together we explore scenarios that would allow us both to have what we want. This is powerful in business and it won't hurt you when you are dealing with your teenager either.

Seek First to Understand, Then to Be Understood is Habit 5. This is the habit of mutual understanding. We have to understand one another if we are going to work well together. We are all guilty of planning our reply or rebuttal to what someone else is saying instead of trying to understand what they are saying. It is no wonder we have difficulty communicating with our coworkers or spouses.

We have the answer to their question or problem before it is half way out of their mouth. We respond from our own frame of reference dispensing advice, judgment and counsel without stopping to consider if we understand what is being said or what the other person's frame of reference is. Covey tells us we must "listen empathically". This means that we keep giving feedback about what we have heard until the person we are talking to feels understood. Think of all the time and money that could be saved if companies had a clear understanding of what their customers wanted instead of what we think they want.

Voltaire said "The enemy of the best is the good" Habit 6 is Synergize. The old idea is that we can use my idea, your idea or we can compromise. Habit 6 tells us that we can find a better, higher way by working together. Or looking at it another way, the whole is greater than the sum of its parts. This habit is the mother of innovation and invention. We must be willing to value the differences in our ideas, backgrounds, education etc. There are 3 steps to the process: check for a willingness to search for the best solution, reflect viewpoints and create new ideas. This process not only consistently yields better, higher solutions it transforms our relationships for the better as well.

Three new habits to master in addition to the budget worksheet, the HVAC overhaul, the special project my boss assigned to me, golf lessons, my son's soccer game and my wedding anniversary?? . . . STOP. Where are we going to find the energy to accomplish all of this? We have to practice the 7th Habit, Sharpen the Saw. In order to do great (or even not so great) things we must renew ourselves in body, mind, heart and soul. You might be saying "my to-do list is too long for me to take time for myself". How-

ever true this might be, if you don't find time for rest and renewal you won't be effective in what you are doing and your relationships will be weak.

In my first article I started with the question, "Are 'The 7 Habits of Highly Effective People' still relevant in our world today?" I say yes. These basic principles can change lives; including yours and mine.

CFM SPOTLIGHT

Kim Davidson, CFM

Kim has been a member of the Denver Chapter since 2008. Prior to becoming a member Kim was introduced to the Chapter by attending the CFM workshop in 2003. This eventually helped him attain his CFM Designation in 2004. He has found this to be an asset that is well respected by many employers.

Kim has been a member of the Technology Committee and has assisted with the CFM workshops. Through these he has found the professional and networking opportunities to be a treasured plus of membership in the Chapter. The members are a great source for facilities needs.

Kim works for the Boys and Girls Clubs of Metro Denver. The mission they have brings Kim enjoyment and satisfaction in this job. They are there to help inspire and enable young people in the community, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens. He finds it very gratifying to walk into a club where there are members who range in age from 6 to 18 busily participating, helping each other and obviously enjoying themselves.

With nine clubs and a summer camp to take care of the work is cut out for him.



L. to R. Abby, Kim, and Janet by St. Lewis Creek

The tasks are varied and the days pass quickly. The special times are when the volunteers come and help with facility related projects. These are the people that want to make a difference.

Hopefully, in February Kim and his wife Janet will be helping a non profit group, "For a Better Tomorrow", take school supplies to kids in poor villages near the northern border of Costa Rica.

At home in Colorado Kim loves the climate, the open spaces and the people. He shares this with his wife Janet and grown son Kevan who lives in Estes Park. Kim and Janet can be found camping, fishing and hunting with their sweet Golden Retriever Abby. In addition Kim grows a lot of his own food which he cooks himself when he is not working on a home improvement project.

ASSOCIATE MEMBER SPOTLIGHT

Eric Patterson, FMP

Eric Patterson is the current Co-Chair of the Community Services Committee for the Denver Chapter of IFMA. He was recently honored by the chapter with an award for Outstanding Contribution by an Associate Member for all of his work with the committee. Eric was also the chapter's Co-Chair of the PR Committee in the past.

Eric says that being a member of IFMA brings him education and understanding of the Facility Management profession. It provides great networking opportunities, lasting friendships, and opportunities to serve the community.

Eric works for Team K Services, which is an independent emergency restoration company, providing emergency restoration services throughout the greater Denver Metropolitan area.

Eric says, "As an Account Manager I like getting the opportunity to meet a lot of great people and building lasting relationships."

Eric on had the pleasure of being one of two people who went to India on a missions' trip for his church to visit a missionary that they support in southern India. They visited a school in northern India near the Pakistan border where his church provides support for nearly 60 Dalit children.

"The children were awesome!" said Eric.

"We visited some very poor areas as well as some of India's more popular areas. It was two weeks of go, go, go, and we traveled using a variety of transportation throughout India, and boy was that ever an experience!!"

Eric enjoys the beauty of the mountains and the awesome skies in Colorado. He is married to Billie Jean and is the proud father of two sons, Travis and Tyler. They have two crazy dogs named Jake and Emma.

Eric likes camping, hunting, fishing, playing sports, tinkering around in the garage, and relaxing at home or stepping out with his lovely wife

A STEP BACK

Harry H. Hill, III, Facility Superintendent, City and County of Denver



Quite a few of us have been in the Facilities profession for a number of years. Some of us started climbing the facilities ladder right out of college or very soon



Eric Patterson accepts his award for Outstanding Contribution by an Associate Member at the annual Holiday Party.

there after. It was either by plan or by accident that we ended up in the profession. Back then there was no FM degree and IFMA was in its' infant stages. So we stayed. Some because it was a job and we needed the money for our growing families and others because one day we stopped and said, "this is kinda' fun." As we have all discovered through the years, no two days are ever alike.

As we look back it is easy to see that in many ways we are on the forefront of something different. There was new technology, new jargon and thoughts of new ways to do business. We helped our companies change. There was the changing of old office space, building new buildings and designing new campuses. When the company grew so did we. With trial and error we learned new ways to operate our facilities. We pushed the envelope of efficiency. Outside help from those on the periphery brought us systems furniture and sound masking while we found ergonomics, hoteling and eventually telecommuting.

Somewhere along the way, even as we watched, things started going south a little at a time. Things were changing, some for the good and others not so much. Projects we were about to undertake got pushed aside because of funding. The need to reduce our space inventory arose; the company's needs had changed, and we needed to quickly change with them. No longer were we taking the lead; our task now was to try and catch up. Somehow it seems our gallant efforts were no longer required. At this point part of what we had built was being moved "off shore". In some cases our job went with it.

Enter sustainability, that new and fascinating word that became and still is a large part of our vocabulary. It was something said by that great actor of not too long ago, "it ain't easy being green!". We

began to recycle, reuse and reduce which is much different from what we had once done. When things were used up they were thrown away. Now we look for places to take our old things to be made new and where we could buy experienced materials. This we found to be a good thing. However in the same breath the chant became, do more with less. We have been hearing this for the last decade as everything around us has changed and has sped up to where it is often hard to keep up. We are still expected to perform at the same level and provide the identical services with only a fraction of the resources we had before. Getting up in the morning now we start to wonder if it is worth it anymore. That Alpaca ranch in Angel Fire New Mexico is starting to sound good as is the sailboat anchored in Tortola, BVI.

The position became so much of who we are that we got lost in all of it. Yet we can't walk away--oh yeah the money. That is part of it, but more still is that most of us don't like to lose. We try and think of other ways to make it work, different tactics that will get us a better result. The task before us is to find something, the smallest something, that will recharge us, reenergize us to find the one little something inside that reminds us of what we were and what we can be again.

For me this was a trip to IFMA's World Workplace in Atlanta. This chance came by way of a scholarship from the Denver Chapter of IFMA. It was a unique and exciting opportunity to be with those that had the same thoughts and ideas as I and to immerse myself back into the facilities world. Attending allowed me to step back and look at where I have been, take stock and find a way to redefine what I want from the facilities field at this point in my career. I asked, "What next?"

I attended educational sessions that

made me think, “man that is a good idea I think that would work for us.” Or “if I take that and tweak it this way we can make this plan work.” On visiting the Expo I found products that I may never have found anywhere else that have solved an ongoing problem. There were many things that move us towards our sustainability goals. But more than this I was able to meet some new people and reconnect with some old friends.

Taking this trip was good for me, as I have found a number of things that have recharged me and are moving me forward again. But it doesn't have to be a major conference to do this. All it takes is stepping back from where you are to reassess the things that are important in your job and in your life.

Looking at these things honestly will get us into the next phase and remembering that the past we have had is our new foundation and all we need to do now is build and rebuild.

I am pretty certain that there is probably someone out there now sitting on a plane heading southeast. So I say to them, may you have fair winds and following seas.

PLATINUM SPONSOR SPOTLIGHT

Tracey McDonough, ABCP

BELFOR Property Restoration is a 2011 Platinum Sponsor for the Denver Chapter of IFMA. Tracey McDonough, Regional Marketing Director and the company's chapter representatives.

BELFOR Denver is the largest office out of 91 BELFOR locations in the U.S. They perform between 1800 and 2000 jobs a year, everything from flooded basements and sewer back-ups in homes to a multi-million dollar commercial fire in an aerospace facility just last year.

They are unique in their ability to decontaminate, reconstruct and restore all types of property with their own resources and trained personnel, including the facilities, vital records, electronics and manufacturing equipment. BELFOR Environmental, a full-service hazardous materials company, can work hand-in-hand with BELFOR Property Restoration to handle chemical spills, perform asbestos abatement, etc., so that projects can keep moving forward at a rapid pace. The parent company, BELFOR Group, Inc., has locations in 28 other countries, including 36 offices in Canada. In community-wide disasters, BELFOR can rally resources from around the globe.

When responding for commercial entities, the focus is always on minimizing business interruption while quickly restoring operations to full and normal capacity. With a certification in business continuity planning, one of Tracey's main roles is pre-planning for emergencies with businesses, municipalities and other organizations, educating them to the many restoration methods currently available and the criticality of the first 24 to 48 hours after damage has occurred. She also handles a wide variety

of marketing tasks, including proposals, doing group presentations, advertising, writing articles, photography, etc.



The Facility Manager is a critical part, if not the driver, in establishing an emergency plan for their organization. By meeting with the Facility Manager and other emergency team members in advance of crisis, BELFOR can discuss what the response would look like at 2:00 in the morning (when the sludge usually hits the fan!) and how they would collaborate with their emergency team members to address immediate priorities. It's also advantageous to jump through numerous hoops in advance that can delay an effective emergency response, i.e., insurance concerns, confidentiality agreements, pricing, additional security needs, etc.

Tracey says, "By supporting this dynamic association that promotes, educates and supports the facility management profession, I've found very favorable reception from members in my networking and follow-up activities. Also, name recognition and top-of-mind reinforcement is crucial in an industry whose services are used so sporadically--You hope!"

"The funds that we provide through sponsorship support educational and networking activities and help us all become better armed in our professional careers. I'm very proud to have been part of IFMA Denver – a truly great group of people - for over 12 years!"

INTRODUCING THE NEW IFMA SUSTAINABILITY FACILITY PROFESSIONAL (SFP) CREDENTIAL

Dean Stanberry, CFM, LEED-AP



The International Facilities Management Association (IFMA) is pleased to announce a new professional credential, the [Sustainability Facility Professional \(SFP\)](#), which will become available in 2011. For those who may

already hold the Facility Management Professional (FMP) or Certified Facility Manager (CFM) designation, this new credential will build upon your existing base of knowledge. This article is intended to provide a bit of background on why the SFP is being released and when it will be available.

WHY IS IFMA DEVELOPING THE SFP?

Although a controversial topic, there is ever-mounting evidence supporting the need for mankind to be better custodians of our environment and natural resources. Consequently, this past decade has witnessed exponential growth in the areas of sustainable design and construction.

The evolution of LEED and other building rating systems has served to increase awareness of environmental and sustainability concerns within the design and construction markets. But what about the vast, existing built environment? And

how do you ensure sustainable operations within new construction and the built environment? This is where the Facility Managers' (FM's) pivotal role in delivering sustainable operations is rapidly coming into focus.

As of November, 2010 [LEED certified building projects](#) had reached one billion square feet. To put that into perspective, an April 2010 CoStar report estimates the total US built environment at just over 84 billion square feet¹. While this may seem a small percentage of the overall market, it is significant given this milestone was achieved in a mere ten years since LEED's marketplace inception.

And, a recent [ComputerWorld article](#) demonstrates how mainstream sustainable design has become with IBM, Google and Microsoft all vying for a piece of the "smart building" market.

Faced with growing market demand and recognizing a gap in the competencies required to deliver sustainable operations, IFMA moved forward with development of the SFP credential.

HOW WILL SFP DIFFER FROM OTHER CREDENTIALS?

By way of example; LEED accreditation offers a number of specialties, such as Building Design & Construction (BD+C), Interior Design & Construction (ID+C), and Operations & Maintenance (O+M). Specifically, the LEED AP O+M designation is targeted towards the built environment with an emphasis on achieving certification for an existing building, but somewhat less on the ongoing operations. As one who holds the LEED AP O+M accreditation, I felt there were gaps in coverage relative to the day-to-day role of the typical facility manager.

This is where the SFP comes in. LEED AP O+M and SFP share many foundational

elements with regards to energy, water, air quality and the like. Where the SFP diverges from LEED is in details related to ongoing operations and maintenance.

Does the SFP replace the FMP or CFM designations? In a word; no... You still need a solid foundation in the FM core competencies. Think of the SFP as building upon that solid foundation, raising the bar for the FM's skill levels and expertise.

HOW WILL THE SFP BE ROLLED OUT?

Course materials are in the process of being developed. There are a set of Frequently Asked Questions available on the IFMA web site.

The SFP will be an assessment-based certificate program. To earn the SFP designation, candidates will need to complete the SFP courses and online assessments and submit their SFP application to IFMA.

Both online and classroom instruction will be available. You should see self-study materials available in early 2011 and instructor-led course later in summer 2011.

DO EXISTING FACILITY MANAGER'S NEED THE SFP?

Perhaps not right away, but that will depend on your current role, the role sustainability plays within your company, and your long-term career objectives. Environmental stewardship and corporate social responsibility are not a passing fad. As new environmental legislation is enacted and consumers' edict socially responsible products and services, facility managers will see increasing demand to deliver sustainable operations and the detailed reporting requirements that goes along with it. For facility managers who anticipate remaining in the work-

force for the next ten-plus years; it's not a question of "if", but "when".

The choice is whether to get ahead of the challenge now, on your own terms and time frame; or wait until you're playing catch-up. As former GE CEO Jack Welch famously said; control your own destiny, or somebody else will...

¹ Slicing, Dicing and Scoping the Size of the U.S. Commercial Real Estate Market April, 2010

Dean Stanberry is a Facilities Management and Corporate Real Estate professional. He is a past President of the IFMA Denver chapter, and is currently serving on the Board of Trustees for the IMFA Foundation and Board of Directors for the USGBC – Colorado Chapter.

DENVER CHAPTER OF IFMA EXECUTIVE BOARD, COMMITTEE CHAIRS AND CO- CHAIRS

EXECUTIVE BOARD

President - John McDonough
president@ifmadenver.org

Vice President - Byron Edwards, FMP
vicepresident@ifmadenver.org

Treasurer – Brent Bean
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