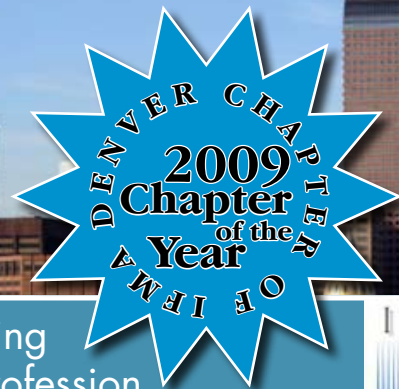


# Voice OF THE Rockies

Denver Chapter  
of IFMA

Advancing and Supporting  
the Facility Management Profession



SUMMER 2010



## THE 7 HABITS REVISITED

Cathy Stamp, Leed AP, The Floor Care Company

*"The 7 Habits of Highly Effective People"* was published over 20 years ago, has sold over 15 million copies in 38 languages and has spawned a whole generation of self help spin offs on both a business and a personal level. A chain of Franklin Covey stores nationwide stand ready to help us plan our days so we to can be highly effective in our work and home lives.



Clearly this concept has had an impact on our daily lives. Phrases like "circle of influence" and "win-win" are used as frequently in the family room as they are in the boardroom. But are Covey's 7 Habits still relevant in the business world today and can we live a better life by following these principles?

I recently had an opportunity to attend a course called the "Signature Program".

It is a day and a half long course that takes you through the 7 Habits program and then asks you to commit the next 7 weeks to making each Habit a real habit. We'll get back to my habit building ability in just a minute. Let's look at the first 3 habits in the context of today's world and see if these ideas still hold water.

**Habit 1: Be proactive.** The idea is that we can choose our own response to any given situation instead of reacting to external stimuli. Covey tells us we have to expand our circle of influence instead of worrying about things over which we have no control. Being proactive in the current economic climate might include things like getting additional education or training, updating your resume, not participating in the "ain't it awful" club at the office or trying to think of new ways to improve a process or provide better service. It is clear this habit is still relevant and perhaps even necessary for survival in the 21st Century.

**Habit 2: Begin with the end in mind.** The Cheshire cat in Lewis Carroll's "Alice in Wonderland" said "If you don't know where you are going it doesn't matter which path you take." Most of us are moving so fast we don't take the time to know where we want to go today let alone where we want to be a year from now. We are so busy reacting (that pesky Habit 1 again!) to each

*Continued on page 2*

### FEATURES

- Letter from the President
- Community Service Update
- Professional Member Spotlight
- Associate Member Spotlight
- Education Update
- This N That

### ARTICLES

- The 7 Habits Revisited
- Sneak Peek at 2010 AFEC Show
- COFAX 2010
- Moving Organizations into the Future
- Effective Presentation Skills

### EDITOR'S BOX

- Suzan Thomas, Editor
- Al Lucas, Co-Editor
- Myrnan Fronczak, Staff Writer
- John McDonough, Staff Photographer and Contributing Writer
- Cathy Stamp, Contributing Writer
- Carolyn Visalli, Contributing Writer
- Harry Hill, Contributing Writer
- Mark Sekvla, Contributing Writer

### Denver Chapter of IFMA 2010 Sponsors

#### Platinum

Able Building Maintenance  
ABM  
Belfor Property Restoration  
OfficeScapes

#### Gold

Jordy Carter Furnishings  
Saunders Construction  
Simplex Grinnell  
Universal Protection Services

#### Bronze

Box Studios  
CEI Roofing  
The Floor Care Company  
Margenau Associates  
Q+E Design Source  
Royal Cup Coffee  
Team K Services  
Tolin Mechanical  
Trane  
XPEDX

#### Professional

BGL Facility Services  
CBRE  
CH2MHill  
Ellipse Group

situation that arises that we don't take the time to think about what the goal is. Is it internal or external customer satisfaction, increasing production while decreasing costs, boosting employee morale or all three? If we are going to win in business or in life, we have to keep our eye on the prize. The million dollar question for all of us is: what is that prize? Companies and individuals who don't have a clear picture of where they are going will find themselves going nowhere in a tough economic climate. I would say Covey is 2 for 2.

**Habit 3: Put first things first.** How many times have you gone home at the end of the day with not one item crossed off your To-do list? Let's be honest here. You hit the office ready to take on the world and then it happens. The cell phone starts ringing and the reminder ding on your computer starts signaling the arrival of new emails and the next thing you know its noon. All of these "time saving" devices have taken on a life of their own and we are in what Covey refers to as the "thick of thin things". It takes courage and a certain amount of stubbornness to schedule time for the important things (back to Habit 2) in our personal and professional lives first and not to let unimportant items, however urgent, take over the day. This seems like common sense, doesn't it? Now ask yourself how many times you didn't make time to study for your CFM or LEED exam this week because something "urgent" came up. Making time for important but not urgent activities like exercise, goal setting, budgeting or career development would undoubtedly make us more successful. In uncertain economic times improving the overall quality of our lives would be a triumph that could take away some of the sting of a cut in pay or an uncertain future. Covey scores again.

It would be safe to say at this point that the 7 Habits represent some universal truths that are as meaningful today as they were when Covey first put pen to paper back in 1987. So, have I been successful in making these habits a part of my daily life? Truthfully, no. While I acknowledge rationally the value of pursuing a program like this, I haven't taken the time to make this process a priority. Like anything else it takes energy and commitment to turn a useful idea into a habit. Fortunately, life is a process and there is always tomorrow. I'd better get going before I attempt to write about Habits 4, 5, 6 & 7!

### Letter From the President

*Judy Leyshon, CFM, President,  
Denver Chapter of IFMA*



As hard working as the people of the FM profession are, and as knowledgeable as Facility Managers are, there always seems to be room for more information, knowledge, and

more know how. It is amazing to me the capacity of a Facility Manager.

The number of "hats" we wear in one day is phenomenal. We handle budgets, project management, life safety, security, HR issues, ergonomic issues, space planning, office operations, AP, mail, reception, sustainability, emergency response, business continuity, HVAC, critical environments, on site OSHA compliance, electrical, plumbing, carpentry, construction, furniture, real estate, leasing and the list goes on. Facility Managers have a knowledge base on just about everything that has to do with the built environment.

We are the go to people for just about anything and everything. If something is broken, we know how to fix it, if some

*Continued on page 3*

thing is missing, we know where to find it, and if something needs to be done, we can get it done. Then, if more is needed, we have more to give. There is no adequate way to describe the scope of what we do and how we do it.

Having said all of this and stating the obvious of what we all know; I wanted to pass on some more things to put under your hat. The IFMA Chapters are a fantastic resource for Facility Professionals. The chapters strive to keep Facility Managers up to date on the trends and innovative technology that makes our jobs easier. The Denver Chapter of IFMA is a leading Chapter in the association, with a plethora of ways to help you keep abreast of what is going on in the profession. Our Education Committee offers many classes through out the year to help you with designations, certifications, and your knowledge base in our profession. Did you know the Denver Chapter has over 300 members and 70% of those members are FM professionals?

Did you know we have monthly informational meetings on a variety of subjects that are free with your annual membership dues? Did you know the Association offers many opportunities to network with your peers at no cost? A ski trip, a golf tournament, ...how about a baseball game? Did you know the Denver Chapter of IFMA has many opportunities for you to give to the community based on your knowledge and experience? Facility assessments for the Colorado Coalition for the Homeless and space planning, program design for the Humane Association are just two of the opportunities we are offering this year.

The Facility Management profession is a challenging, but satisfying profession, and the Denver Chapter of IFMA is here with resources to help you.

*Judy Leysbon, CFM is the Denver Chapter of IFMA President. She can be reached at [Judy.Leyshon@McKesson.com](mailto:Judy.Leyshon@McKesson.com)*

### **Take a Sneak Peek at the 2010 AFEC Show – Where we are Building Intelligence!**

*Carolyn Visalli, CFM, LEED AP, Xcel Energy*

Whether you're looking to increase your knowledge or update the many intelligent systems in your building, the 9th Annual Advanced Facilities Management & Engineering Conference (AFEC) September 29-30, 2010 is shaping up to be the must-attend event in Denver this year! Over 850 Facilities Managers, Building and Maintenance Engineers, and Property Management professionals attend this regional conference to sharpen their skills and prepare them to meet the demands of their occupation, today, tomorrow, and into the future.

Below is a "sneak peek" at three topics slated for the Facilities Management Track this year. IFMA members will be pleased to hear all seminars are good for CEU's (Continuing Education Units) & BOMA CPD points. 15 CFM Maintenance Points are awarded just to attend the two day conference, while individual classes earn 1 point per class. Since IFMA Certified Facility Managers are required to have 120 Maintenance Points over 3 years, AFEC can play an important role in keeping your certification current for a very reasonable price.

### **Social Media: The 21st Century Approach to Marketing Your Business**

Kama Weinberger, our Denver Chapter Website Chair and President of Q+E Design Resource, Inc., will be teaching about each of the current Social Media tools, how to use them and how they can benefit you and your company. Kama is

giving a similar presentation at NeoCon in Chicago this year, proving the topic's relevancy to today's workplace.

### **Design and Usability of Mechanical Systems**

Rick Dassow and Woody Widmer of CMI Mechanical are long time exhibitors at the AFEC Show. This year they will provide an overview of how mechanical system design directly relates to issues of usability and tenant comfort. This duo has a unique perspective and will utilize their extensive and diverse expertise in the areas of facilities, real estate, and mechanical issues.

### **The Perfect Technology Storm**

Steve Nixon has been a well-recommended presenter for several years running at the AFEC Show. He is known for his relevant, important and cutting edge seminars about our industry. The conference committee is eager to hear his discussion on how the convergence of energy and technology in commercial buildings is creating new standards of productivity for building occupants.

### **Tour of 1800 Larimer**

In addition to all of the exciting conference topics this year, the AFEC conference committee has arranged for a special tour of 1800 Larimer, managed by Westfield Properties. Greg Geiger, Chief Engineer and Certified Energy Manager / LEED AP O+M, will take us on a behind the scenes tour of this LEED Platinum New Construction building. Greg has indicated that this property has put his 27 years industry experience to the test. He has had to learn new building systems that both have added to his intelligence as well as his "Building's Intelligence". Don't forget to sign up early for the tour as there is limited space. Here are some highlights of the 1800 Larimer Building:

### **SUSTAINABLE SITES**

- 17,000 SF Landscaped Terrace
  - Reduces Heat Island Effect
  - Restores Native Vegetation
  - Maximizes Open Space
- 100 Year Flood Storm Detention and Water Quality Storage Tank

### **WATER EFFICIENCY**

- Waterless Urinals and Dual Flush Valve Water Closets
  - State of the Art Waterless Urinals
  - Sloan Valve offers two water levels without sacrificing flush valve technology
  - 43.6 % water consumption savings over current code requirements

### **ENERGY AND ATMOSPHERE**

- Energy Consumption Savings over ASHRAE 2004-90.1
  - Energy cost savings of 21.4% over current code design
  - Designing to the current standard makes the building 30% more energy efficient than traditional buildings
  - UFAD allows a reduction of chiller use of up to 29% for additional energy savings
- Measurement and Verification System
  - Core and Shell Energy Performance will be monitored
  - Tenant Power is Submetered directly benefiting tenants
- Green Power
  - Contract with Xcel Energy for 35% of Core and Shell Power from WindSource®

### **MATERIALS AND RESOURCES**

- 20% Recycled Content in Core and Shell Materials
- 20% Locally Obtained Materials
- FSC Certified Wood Doors

### **INDOOR ENVIRONMENTAL QUALITY**

- Increased Ventilation
  - UFAD System provides for 38% more fresh air than traditional overhead system

- Individual Control
  - UFAD System allows for individual control of air flow through floor diffusers

### INNOVATION AND DESIGN PROCESS

- Green Housekeeping
- 100% Covered Parking
- Over 40% domestic water savings

*If you would like any additional information on the AFEC show, please contact Carolyn Visalli at [Carolyn.r.Visalli@xcelenergy.com](mailto:Carolyn.r.Visalli@xcelenergy.com)*

### COFAX Awards 2010

*By John McDonough, CFM, Denver Chapter of IFMA Vice President*

On Saturday May 1st, the Pike's Peak Chapter of IFMA hosted the 8th Annual Colorado Facility of Excellence Awards. This event is better known as COFAX. The event was held at the Marriot Tech Center in North Colorado Springs which made the drive for the 20 or so Denver Chapter Members in attendance a bit more palatable. About 100 people attended this awards banquet which has honored the best in Facility Management and support for the past 8 years in categories including, Environmental Impact, Adaptive Re-use, Best Facilities Practices and Technology. These awards are available to IFMA Member facilities throughout the state and Denver Chapter of IFMA members have won in each of the last two years. Additionally members from the Pike's Peak Chapter are recognized individually for their contributions to the industry and the Chapter. The COFAX Awards, although started by the Pike's Peak Chapter has always been envisioned as being for all of Colorado although getting the word out has been somewhat of an uphill battle. Your Denver Chapter of IFMA has taken steps to promote the event and contributed funds this year to help sponsor the banquet. We have been involved in the

planning with Bill Wilson of Rio Tinto Minerals acting as our liaison along with Kara Plender of the Wackenhut Companies who has been on the committee for some time. In order for this award to grow we'll need to see additional participation from the Denver, Boulder and Fort Collins IFMA Membership and we will be in conversations with the Pike's Peak Chapter in the next few weeks about changes that will help them

to achieve this vision.



Xcel Energy submitted an entry for the Arvada Service

Center. Their 2009 renovation brought this building up to current facility standards as well as increasing the building's efficiencies. The project is currently applying for LEED's (Leadership in Energy and Environmental Design) CI Gold certification. This facility was awarded the COFAX Exceptional Existing Building, for its submission. Above, Carolyn Visalli accepts the award on behalf of the Xcel Property Management Team.

### Moving Organizations Into The Future

*Mark R. Sekula CFM*



Eight years ago, you worked for a corporation in the financial services industry. Having an entrepreneurial frame of mind you saw a segment of that business you believed was going

to become a highly regarded service in the future. So you quit your job and put together a start-up company to provide that service. In the first year, you had

*Continued on page 6*

five employees. By the end of year two your company had grown to 50 employees. After five years you were 150 employees strong and now eight years later, you have 200 employees.

Back when you had five employees, space was not a concern. But now you have to do something. You cannot expand in your existing location. You know there are hundreds of decisions to make. What kind of space? Where? Do you lease or build to suit? When do you hire an architect? How do you figure out how much space you need? And how do you move 200 people without disrupting business? The first step is to develop a strategic facility plan.

The strategic facility plan provides a basis for facility-related decision-making because it links facilities strategies with the organizational goals and objectives of the business. The facilities plan meshes logically with, and serves, the overall business objectives, rather than as some disconnected add-on. The first step in developing a strategic facility plan is to organize a strategic facility planning team. This group will develop the plan and take an active role in its implementation. The members of the team should include:

- An executive liaison, who will ensure that executive management is kept informed on the development of the plan, fully supports the effort, and provides the resources for the team.
- Cross-functional representatives who provide internal services (HR, Finance, I.S., Office Services).
- Facility Management (in-house or a consultant) who provides the expertise to interpret and synthesize the information from the other team members and translate it into a strategic plan.

In addition, you will need to involve department heads who will provide their department's functional needs.

The second step is to evaluate current facility operations.

- Real estate assessment

Understand what your current annual costs are in rent or depreciation, and taxes. If you lease, study your leases for restrictions that would limit real estate options, escalation clauses in rent and operational costs, landlord obligations, the lease termination process and what options are available to in terms of subleasing. Understand current market conditions and what the value of your property is. What are the tax implications of leasing vs. owning? And, finally, what are the pros and cons of your current location in terms of labor market and client serviceability.

- Site Assessment

One of the first questions to ask is whether you have sufficient property capacity to expand. Are there any zoning restrictions that prevent or restrict you from expanding? What are your costs for landscaping, snowplowing, etc? Does the site enhance your company's image?

- Building assessment

Here you want to perform a detailed assessment on the performance of the facility and how well it is supporting the business. What is the condition of the mechanical/electrical/plumbing systems? Does the building infrastructure support the workplace technology? How easy or difficult is it to maintain the facility? What is the condition of the building? Is the building ADA and OSHA compliant? Does the building support the image of your company? Does your facility en-

*Continued on page 7*

hance employee recruitment and retention?

- Work space conditions

Appropriate workspace is a very important issue not only from a productivity standpoint but from an employee morale standpoint as well. Assess whether or not work groups have the space they need to adequately perform their jobs. Is there enough space? Are workflow adjacencies supported? Are there sufficient common work spaces and support space? Is the space flexible in terms of moves and changes? Does the space support not simply today's technology but tomorrow's as well? Does the furniture support the work being done? Is ergonomics addressed? And, finally, does the space support the culture of your company?

- Operating Costs

How much do you spend on utilities, insurance, preventive maintenance, repairs, capital improvements, and services? Are there any opportunities to cut costs through out-sourcing? How are facility operating and capital budgets established and monitored? How are capital projects and renovations planned and implemented?

- The Facility Function

Whether you lease or own; whether you are large or small; facility issues must be addressed. How is the facility function managed? Who makes facility related decisions? What facility-related services do employees need? What processes are in place to provide them?

- Sustainability

Sustainability is an important aspect when considering new space. A green building can have a positive impact on

your bottom line in several different ways. First of all it can save you money in energy costs. Secondly, it can have a positive impact on your employees in terms of a providing a healthier space as well as a more productive one (better air quality, better light, etc). In both cases this can lead to lower costs. Healthier employees result in lower healthcare costs and healthier employees are also more productive. A sustainable building can also help retain existing employees and can even help attract new ones because today, more and more employees understand the positive global impact of sustainably and they are likely to be more prideful of their company.

The third step of the strategic facility planning process is to determine future space needs. Having a strategic business plan in place will aid in this process. However, if you don't have a plan in place you will have to look at historical data, and perform a space survey. You should conduct in-depth interviews with your top executives asking them about their vision of the facility, what image should it portray, how it should support their organizational units, and how market forces will impact the business and the facility. Then you need to interview department heads and other key people in order to identify short and long-term population requirements. In addition, you will need to understand what work is being done today, how that will change in the future and how will the physical workplace will need to respond to meet those requirements.

Based on the business objectives stated in the company's strategic business plan you must develop alternative solutions that meet those objectives. The next step is to take all of the information you have gathered to this point, analyze it and develop alternative solutions. The alternatives should consider such factors as opportunities, benefits, related costs,

*Continued on page 8*

logistics, risks and impact. Analyze the alternatives and develop final recommendations, describing the rationale for the actions proposed.

The strategic facility plan is critical to developing facility initiatives that support the business direction. Its benefits are:

- More accurate cost projections regarding facility related capital and expenses.
- Anticipation of predictable change and more effective response to unpredictable change.
- Positioning of the organization to maximize its investment in its facility assets (typically, facility assets are the second or third biggest investments a company has).
- A productive, efficient, and flexible workplace.
- Process improvements

Once the strategic facility plan is developed, it must now be implemented. Some of the major issues you will have to address are:

- Finding space and negotiating a lease or finding land to build on
- Developing a detailed space program (i.e. a finite statement of your space requirements)
- Preparing schematic design plans for your new space
- Researching and retaining an architect to design your space
- Deciding on a construction process (design-bid, design-build, guaranteed maximum price)
- Preparing detailed space planning, researching furniture systems, bidding and installation)
- Infrastructure issues such as cabling, phone systems, and office equipment
- Strategic planning issues (e.g., identifying, organizing and prioritizing the many issues regarding how the building will be used, serviced and man-

aged)

- Relocation planning and coordination with minimal disruption to your business.

During this implementation process, you may deal with architects, real estate brokers, contractors, suppliers and vendors. You will be inundated with people wanting to help you. No one person can perform all the tasks required. What you need is someone who has knowledge of all of these areas and knows how they all fit together. Someone who knows how to put together a strategic facilities plan and can negotiate on behalf of the owner with no bias.

Some companies assign this to an in-house person as an adjunct to his or her regular job. This is a mistake. This is not the person's core competency and results will invariably include costly mistakes and a slowdown of the schedule. A facilities management professional will know how to organize the many aspects of the implementation plan and to communicate the expectations to all of those involved.

What should the CEO do? The CEO should either hire a full-time facilities management professional, in effect bringing the facility management function in-house, or retain a Facilities Management Consultant. In either case, you will be entrusting the planning and management of the facility to a professional who possesses the facility management competencies as defined by the International Facility Management Association:

- Operations & Maintenance
- Real estate
- Human & Environmental Factors
- Planning & Project Management
- Facility Function
- Finance
- Quality Assessment & Innovation
- Communication

*Continued on page 9*



Myrnan Fronczak



Kim Davidson and Sean Degroat



Cathy and Kaitlyn Bentivenga



Left to right – Kim Davidson, Sean Degroat, Nancy Fairchild, Cathy Bentivenga, Kaitlyn Bentivenga, Michelle Hart, Annette Swenson, Eric Swenson, Myrnan Fronczak, Jordan Arvik and Brett Johnson

A facility professional will think strategically with a continual focus on process improvements and the future of the facility.

You wouldn't ask your marketing director to provide legal services. For the same reason, you need a seasoned professional to develop and manage your strategic facility plan and implement it. There is far too much at stake not to.

*Mark Sekula is Senior Facility Management Consultant at Facility Engineering Associates, a national 60 person facility management, engineering and sustainability consulting firm. With more than 33 years of facility management experience. As a consultant Mark provides guidance, expertise and project management to clients to help them develop strategies for the future of their real estate assets, physical workplaces and facility management organizational development.*

*A Certified Facility Manager since 1993, Mark has served as President, Vice President and Secretary for the International Facility Management Association's (IFMA) Southeast Wisconsin Chapter and founded the IFMA Facility Management Consultants Council. He is a former Director of the IFMA International Board of Directors and currently Co-Chairs IFMA's Knowledge Center Task Force.*

*Mark holds a Bachelor of Science degree in Architectural Studies from the University of Wisconsin-Milwaukee School of Architecture and Urban Planning and a certificate from the Kellogg Management Institute-Management Certificate Program at Northwestern University.*

### Denver Chapter of IFMA Community Service

On Sat., May 15th, Denver Chapter of IFMA volunteers enjoyed a beautiful Spring morning working at Kim Davidson's direction to plant flowers, remove weeds, add bark, and generally rejuvenate the landscaping at the Boys & Girls Club located at 4595 Navajo St. in Denver. Two experienced property managers, Kim Davidson and Sean Degroat, also installed a filter system in the Art room.

Welcome assistance was also provided by family members including Cathy Bentivenga's daughter, Kaitlin, and Annette Swenson's husband, Eric. Nancy's associate, Michelle Hart, also added her landscaping experience.

The pictures show great examples of the volunteers' work.

### Effective Presentation Skills

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



How many times throughout our careers have we had to give some type of presentation? Be it a staff meeting, a sit down with a higher up or a full blown presentation. What

is the first thing we think about? Nope, it's not the topic you have chosen. It is the fear of getting up in front of people. There are those that it comes natural to. However most of us have to work on one basic part to make our presentation successful and that is controlling our nervousness, our jitters. The biggest problem that occurs

in presenting is talking too fast. This also affects breathing since you are going so fast you don't take a breath. It can be difficult to learn to slow down.

There are a few key concepts in making a presentation no matter what the topic and whether or not it will be informal or formal:

- determining why and when to give a formal presentation;
- assessing you audience;
- developing significant and meaningful content;
- achieving the outcome you desire.

What is the difference between a formal and informal presentation? An informal presentation could be a chat over coffee, a chance meeting in a corridor or just an impromptu office conversation. These meetings can be just as meaningful as a full blown formal presentation. Why? In most cases you are shooting from the hip and are revealing your passion about the idea you are trying to promote. On the other hand the informal presentation can be used just to test the waters. Getting feedback either positive or negative will guide your direction if you move on to a formal setting.

Everyone has a different approach to presentations. Some of the steps you take in developing your presentation depend upon the corporate culture and protocol. The research you do on your topic and the feedback you received will determine your next steps. Once the decision is made to formalize your presentation there are a few steps to follow. First and foremost, get the facts correct. Use these to build a case to support what you want to do. Think about impacts, pro and con, that your end goal might have. Ask yourself questions such as what are the appropriate financial documents to use? Remember it is best to follow your organizations budget process. Will approved

changes affect the culture? Would a pilot program be feasible?

During the process you should answer these questions knowing that others will arise. There is the possibility that the questions could take you back to redo some analysis or move you into another direction. No matter where they lead you the ultimate direction is forward. After deciding to do this now who are you going to present it to? If you report to the CEO and not the CFO the information and the medium you use to communicate your ideas may be vastly different. At this time you should be thinking about the style of the person you will be in front of and how they choose to receive the information given to them. Determine what you can give them that will afford them the chance of making the best decision. Hopefully that will be in the direction in which you would like it to go.

When we have our arms wrapped around our topic and what we want to say and how we are going to say it, be sure it doesn't just say, "because we need to" or "it's time is up" or something of this nature. So you've built your case, studied your audience and are ready. But are you? What does your presentation say? Is your outcome the only thing waiting at the end? It shouldn't be.

To really plug your idea you should try and have two viable alternatives. They should both be something you can live with and promote. By doing this you will be demonstrating to the decision makers that you have viewed the issues from different perspectives. This will serve to make their job and decision a little easier and the effort will be appreciated. Remember that your reputation goes with this presentation.

The last thing you need to remember is

follow up. After the decision is reached and you are moving toward the goal that you stated periodically report the progress you are making along with any issues, successes or challenges that arise. I know this seems simple for developing and delivering a presentation. By mastering these few simple steps your presentation skills will improve rapidly along with your confidence. And don't forget to mix a little of yourself into your presentation.

### Professional Member Spotlight

*Bill Wilson, CFM, Rio Tinto Minerals*



This professional member spotlight focuses on Bill Wilson. Bill is the COFAX Committee Chair for the Denver Chapter of IFMA. In the past, Bill has been involved in the planning retreat and the Green Expo Booth.

In regards to his involvement with IFMA, Bill says he enjoys the sense of community and friendships as well as it being a great industry resource.

Bill is a Building Services Supervisor for Rio Tinto Minerals. What he enjoys most about his job is that nothing is ever the same from day to day which presents new daily challenges.

When asked about one of the most interesting things he has had the opportunity to do, Bill says, "I was able to go behind the scenes in the pits and on the team buses for an NGRA Pro Stock Drag Racing Team and 2 Indy Racing Teams."

Bill enjoys summer in Colorado. He has 2 children—a 1 and a half year old daughter and a 9 year old son. They also have two dogs that are a brother and

sister Australian Shepherd Mix. Bill loves most water sports, car shows and motorcycles.

### Associate Member Spotlight

*Jason Kleinhelter, Saunders Construction*



This associate member spotlight focuses on Jason Kleinhelter. Jason has recently accepted the position of Chapter Advancement Committee Chairperson.

In regards to his involvement with IFMA, Jason says, "Bob Roby (formerly with Arapahoe County) in our office encouraged me to participate in IFMA a little over a year ago. Since then, I have attended many of the functions. The topics are always interesting and provide a great opportunity to network."

Jason is a Business Development Manager for Saunders Construction.

"Construction has been a part of my life since I was a child. Over the years, one of the largest benefits from this field is the gratification when you can say, "I built that..."

When asked about one of the most interesting things he has had the opportunity to do, Jason says, "When I graduated from Purdue University, I accepted a position over the phone with a company in Denver never having been any further west than the Mississippi River. When I drove out, that was the first time I had actually seen what is now been my home for 15 years."

Jason loves the weather in Colorado (except when it snows on his commute). He enjoys the people, and the abundant

activities year-round. Jason is married and has two young sons, ages 5 and 4. They also have a Bernese Mountain Dog named Jake, and a “satanic” cat named Pumkin.

Jason likes to play softball and enjoys pools in the summer, and his kids’ sporting activities. He has a strong desire to get back on his snowboard in the winter (maybe this year).

### Education Committee Needs Participants

The Education Committee is looking for participants to lead the following duties:

The first Co-chairperson provides development of educational seminars. This may include, but not limited to, being responsible for:

- Coordinates with the Programs Committee.
- Identifies presenters, speakers, and instructors for meetings and courses.
- Researches the biographies of presenters, speakers, and instructors.
- Provides budgetary information for presenters, speakers, and instructors.
- Provides if needed articles for the Chapter Newsletter and Update.

The second Co-chairperson provides the leadership to hold CFM mentoring courses (Annual CFM Exam Review, FMP, and competency courses). This may include, but not limited to, being responsible for:

- Schedules the annual CFM Exam Review, FMP, and competency courses
- Finds a venue to hold scheduled courses.
- Coordinates with the first co-chairperson for presenters, speakers, and instructors.
- Coordinates the logistics for the courses (books, meals, refreshments)

- Provides budgetary information for the courses.
- Provides if needed articles for the Chapter Newsletter and Update.

The third Co-chairperson provides CFM Maintenance Records for Chapter members and request CEUs/Maintenance points. This may include, but not limited to, being responsible for:

- Requests for CEUs/Maintenance points for educational sessions, events and programs to IFMA.
- Manages the records associated with each educational session, event or program.
- Provides budgetary information for the annual renewal of CEU/Maintenance points request.
- Provides if needed articles for the Chapter Newsletter and Update.

If you are interested, please contact the Education Chair at [education@ifmadenver.org](mailto:education@ifmadenver.org).

### FMP Program

On May 25, 2010 IFMA International sent out information regarding to the upcoming changes to the FMP program. IFMA has updated the FMP program and plans to implement the changes in 2011. They are urging current members of the program to plan to complete the program by December 31, 2010. They will be offering the current classes during the Fall Symposium October 23-26, 2010 in Atlanta, GA. The Denver Chapter of IFMA will be surveying Chapter members in the coming weeks to see if we need to offer courses for members to complete the program this year. If you have not started the program, please wait until the new changes are implemented. Stay tuned for more information.

### *FMP Program*

The fourth and final course in to be taught in the Facility Management Professional (FMP) courses for 2010 will be the "Planning & Project Management Course" on July 21, 2010. The objectives of the course include the following:

Part 1: The Business context of a project

Part 2: Managing Personnel Assigned to the Facility Function

Part 3: The Design Process

Part 4: The Construction and Occupancy Process

Colorado Community Colleges System  
1061 Akron Way, Bldg 697  
Denver, Colorado 80230

The Denver Chapter of IFMA has partnered with the Colorado Community Colleges System in hosting all the FMP courses on their campus. By partnering with them, it allows the chapter to centrally locate all the courses. If you are completing the program, you need to apply for the FMP designation at: [http://www.ifma.org/learning/fm\\_credentials/fmp\\_about.cfm](http://www.ifma.org/learning/fm_credentials/fmp_about.cfm) for a cost of \$125 for members, \$99 for student members and \$199 for non-members.

Length: 2 Days

Cost per course:

IFMA Denver Chapter Member: \$375 (U.S.)

IFMA Members: \$400 (U.S.)

Non-Members: \$500 (U.S.)

Register now at [www.ifmadenver.org](http://www.ifmadenver.org).

### *The Denver Chapter of IFMA & Arapahoe Community College Partnership*

In March, the Chapter's Education Committee Chair, the IFMA Foundation's Director of Academic Affairs, and the Arapahoe Community College's Dean of

School of Arts, Design, Social and Behavioral Science met to discuss the possibility of creating a FM certificate and degree program. Arapahoe Community College has agreed to help create these programs. The school is hoping to start the certificate program in September, 2010 and the degree program in September, 2011.

This was an effort that the Education Committee has been working on over the past two years. The objective is to create a two-tier program starting with courses that create the certificate program. This program will focus primarily on the core principles of facility management. The degree program will be general education courses to include the courses in the certificate program. By creating these programs the Chapter is trying to advance the profession of facility management as well as attracting younger adults and to assist others who are transitioning into the field.

In the coming weeks, the chapter will be soliciting for individuals to participate on the Advisory Committee once it receives additional guidance from the IFMA Foundation. If you are interested, please contact the education committee at: [education@ifmadenver.org](mailto:education@ifmadenver.org).

### **This N That**

#### **DENVER CHAPTER OF IFMA & ARAPAHOE COMMUNITY COLLEGE PARTNERSHIP**

The Denver Chapter of IFMA has received confirmation from IFMA Foundation's Director of Academic Affairs that Arapahoe Community College has been qualified to establish a Facility Management certificate and degree program. Special thanks goes out to Byron Edwards and Dean Stanberry who have worked

diligently to bring this program into reality.

### SAVE THE DATES:

October 27 to 29, 2010 - The universal facility management experience! - IFMA's World Workplace in Atlanta, GA. 2010 marks IFMA's 30-year anniversary – Join the celebration! Go to [www.worldworkplace.org](http://www.worldworkplace.org) for details on keynote and power speakers, educational sessions, facility tours, networking events, IFMA Foundation events and to book your hotel in the World Workplace official block for discount rates.

### CHANGE TO NOTE:

Cathy Stamp, LEEP AP, has accepted a position with The Floor Care Company. Her contact information is:

1275 S. Cherokee St.  
Denver, CO 80223  
303/618-2893  
[cathy@floorcareco.com](mailto:cathy@floorcareco.com)

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

#### *Executive Board*

President - Judy Leyshon, CFM  
[president@ifmadenver.org](mailto:president@ifmadenver.org)

Vice President -  
John McDonough  
[vicepresident@ifmadenver.org](mailto:vicepresident@ifmadenver.org)

Treasurer – Brent Bean  
[bbean@visa.com](mailto:bbean@visa.com)

Secretary – Myrnan Fronczak  
[myrnan.fronczak@gscolorado.org](mailto:myrnan.fronczak@gscolorado.org)

Past President - Rick Gulick  
[Rick@FloorCareCo.com](mailto:Rick@FloorCareCo.com)

#### *Committee Chairs & Co-Chairs*

AFEC Chair  
Carolyn Visalli  
[carolyn.r.visalli@xcelenergy.com](mailto:carolyn.r.visalli@xcelenergy.com)

Awards of Excellence Chair  
Ed Morris  
[edwardmorrisj@msn.com](mailto:edwardmorrisj@msn.com)

Awards of Excellence CO Chair  
Kara Plender  
[kplender@wachenhut.com](mailto:kplender@wachenhut.com)

Boulder Networking Group Chair  
Gary Myer  
[gmyre@freemanproperty.com](mailto:gmyre@freemanproperty.com)

Chapter Administrator  
Diane Stone  
[diane@ifmadenver.org](mailto:diane@ifmadenver.org)

Chapter Awards Chair  
Toni Jo Dwinell  
[tonijo.j.dwinell@nga.mil](mailto:tonijo.j.dwinell@nga.mil)

COFAX Chair  
Bill Wilson  
[William.g.wilson@riotinto.com](mailto:William.g.wilson@riotinto.com)

Community Service Chair  
Eric Patterson  
[epatterson@teamkservices.com](mailto:epatterson@teamkservices.com)

Nancy Fairchild – Co-Chair  
[n.fairchild@comcast.net](mailto:n.fairchild@comcast.net)

Education Chair  
Byron Edwards  
[edwards@wapa.gov](mailto:edwards@wapa.gov)

Emerging Leaders Chair  
Andrew Christie  
[a.christie@bcinteriors.com](mailto:a.christie@bcinteriors.com)

Foundation Liaison  
Dean Stanberry  
[mdstanberry@comcast.net](mailto:mdstanberry@comcast.net)

**Golf Tournament Chair****Sue Russell**[srussell@tolin.com](mailto:srussell@tolin.com)**Job Network Chair****Denise Drager**[dedrager@yahoo.com](mailto:dedrager@yahoo.com)**Member at Large****Dean Stanberry**[mdstanberry@comcast.net](mailto:mdstanberry@comcast.net)**Membership Chair****Adam Crowell**[membership@ifmadenver.org](mailto:membership@ifmadenver.org)**Ed Morris – Co-Chair**[edwardmorrisj@msn.com](mailto:edwardmorrisj@msn.com)**Newsletter Editor****Suzan Thomas**[suzan@jordycarter.com](mailto:suzan@jordycarter.com)**Programs/Hospitality Chair****Gloria Clark**[Gloria.j.clark@pfizer.com](mailto:Gloria.j.clark@pfizer.com)**Dawn Cleary – Co-Chair**[dawnmcleary@hotmail.com](mailto:dawnmcleary@hotmail.com)**Public Relations****Mike Lobato**[mlobato@eonoffice.com](mailto:mlobato@eonoffice.com)**Scholarships Chair****Jeff Jones, CFM**[jefjonesco@aol.com](mailto:jefjonesco@aol.com)**Chapter Advancement****Committee Chair****Jason Kleinhelter**[j.kleinhelter@saundersci.com](mailto:j.kleinhelter@saundersci.com)**Cheryl Buxton – Co-Chair**[cheryle.buxton@merrick.com](mailto:cheryle.buxton@merrick.com)**UpdateChair****Myrnan Fronczak**[myrnan.fronczak@gscolorado.org](mailto:myrnan.fronczak@gscolorado.org)**Web Based Communications Chair****Kama Weinberger**[kama@qedesignsource.com](mailto:kama@qedesignsource.com)**IFMA Headquarters Contact****Tawa Busari**[Tawa.busari@ifma.org](mailto:Tawa.busari@ifma.org)

# Voice OF THE Rockies

Denver Chapter of IFMA

## WHEN YOU'RE TALKING LIFE SAFETY, THERE'S NOTHING ROUTINE ABOUT MAINTENANCE.

Maintaining a system that must perform when called upon isn't ordinary. At SimplexGrinnell, our people aren't either. We employ more than 1,800 NICET-certified personnel in 150 local offices, providing maintenance, testing, inspections, troubleshooting and emergency response for virtually any system. Nothing ordinary about that. Choose SimplexGrinnell. And be safe.

### **SimplexGrinnell** **BE SAFE.**

*A Tyco International Company*

*Serving you locally through  
our Denver office:*

*Joe Musso,  
PMA Sales Representative  
6240 Smith Rd  
Denver, CO 80216  
303-355-0500 (office)  
720-941-2263 (direct)*

[www.simplexgrinnell.com](http://www.simplexgrinnell.com)



© 2010 SimplexGrinnell LP.  
All rights reserved. SimplexGrinnell and  
Be Safe are trademarks of Tyco International  
Services AG or its affiliates or subsidiaries.  
License numbers available at [www.simplexgrinnell.com](http://www.simplexgrinnell.com)  
or contact your local SimplexGrinnell office.

# Voice OF THE Rockies

Denver Chapter of IFMA

---

## MARGENAU ASSOCIATES, INC.

---



**As Acoustical Specialists, we have been providing speech privacy solutions for the workplace since 1993**

**Should you find yourself or your fellow employees distracted by conversations or require a higher level of confidentiality, call us for a free assessment of your needs**

**(303) 443-9858**

**[www.margenauassoc.com](http://www.margenauassoc.com)**

