



EXCHANGE

Winter 2017

NEWSLETTER OF THE INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION - MINNEAPOLIS / SAINT PAUL CHAPTER



December Chapter Meeting

Date:

Wednesday, December 6th

Time:

11:30 am – 1:30 pm

Location:

Science Museum of Minnesota
120 Kellogg Boulevard
St. Paul, MN 55102

Registration:

[Click here](#) to get registered today!

upcoming events:



Deep Dive Event

November 30, 2017



December Chapter Meeting

December 6, 2017

[Click here](#) for full calendar

Intelligence Revolution

We are the cusp of a new revolution. Democracies across the world are electing strong men type leaders to try to slow it down. This revolution, which could take 80 years to complete will be larger than the agricultural revolution of 6000 years ago and the industrial revolution of 300 years ago.

The Intelligence Revolution is occurring due to changes in programming techniques that have made computers more like us. These techniques include deep learning, artificial intelligence, big data, machine learning, neural networks, qbit computing and others.

Computer algorithms are currently better than the best humans at calculating, chess, jeopardy, poker and radiology. Driverless vehicles are already being used in ports and mines. Millions of driver's jobs are at risk. In addition, numerous "safe" occupations are at

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World Workplace 2017



President's Letter

World Workplace was held in Houston this year and for those that attended it was another great event to meet other FM's from around the world through networking events, advance your knowledge by attending educational sessions, and listen to keynote speakers (NASA astronauts) at the awards ceremony. Our Minneapolis/St. Paul Chapter was represented well with twenty six Professional and Associate members in attendance. On Tuesday night, we had about 24 people attend our Chapter Dinner and we had a wonderful time getting to know each other. I would like to personally thank Julie Leiferman from Schwickert's Tecta America for being the major sponsor for this year's dinner and Chad Stout from FSI and John Haydon from Kraus-Anderson Construction for also helping cover the costs of the dinner.

If you have not been to World Workplace, I would suggest you participate in next year's event in Charlotte, North Carolina. There are a number of benefits to being able to get away from the office for a week, reflecting on your career and/or business, getting to know fellow professionals on a more personal level, and participating in some great educational and inspirational presentations. You will come back with a renewed interest in our industry and inspired to look at ways that can make yourself and your business better.

The Annual Awards Celebration will be held in conjunction with a chapter meeting this spring. The IFMA Minneapolis/St. Paul Chapter's Awards of Excellence recognizes the outstanding achievements of an individual or teams. Each year, awards are presented honoring those who have made exceptional contributions to the advancement of the FM profession and the association. This is a fantastic way to reward the hard work put in by yourself, team or organization and to gain recognition for your efforts.

Most FM's are humble by nature so applying for an award recognizing their success may seem awkward. Another way to look at receiving an award is to give recognition to your staff for all their hard work on a company initiative or project. In today's workplace, employee engagement efforts are a high priority for top companies that want to attract and retain the best talent. The FM industry is service oriented so it is even more important we attract and retain high quality staff to deliver our services to support the business needs of our companies. I attended a class at World Workplace this year on "The Rise of the Human Factor" and I learned that 98% of highly engaged employees say that they have a manager that cares about them compared to 20% of unengaged employees. 88% of highly engaged employees say they have received praise recently from their manager compared to 13% of unengaged employees.

I can speak from personal experience when Washington County won the Sheila Sheridan Award for Sustainable Facility Operations and Management at World Workplace in 2013. We had the whole team in the board room to receive the award and be personally recognized from the Board of Commissioners which meant a lot to the staff and they still talk about it today. As managers, do not underestimate the long-term positive impact recognizing staff through an award can have on staff and how they feel valued at work.

The spirit of our Awards of Excellence is to recognize FM's and their staff in the Minnesota area for the great work they have achieved throughout the year. The focus is on "high quality" and not necessarily the most glamorous. This is a great opportunity to give you and your staff the recognition they deserve for their achievements and also improve the level of engagement of your staff. Since the call for nominations will occur this spring, take the next few months and assemble ideas on how your team can be nominated for an award and begin to build an engaging and rewarding work environment.

Lastly, I will continue to challenge all professional members to expand your professional career by attending monthly chapter meetings, participating deep dive sessions, volunteering on a committee or obtaining an IFMA credential. Also, take the time to expand your professional network and meet someone new at the events you attend. Our chapter is very fortunate to have so many outstanding members and there is a lot you can learn from each one of them.



Greg Wood, SFP, CFM

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December Chapter Meeting - continued

risk of loss due to better performance by machines. Lawyers, accountants, economists, insurance, real estate agents and a whole wide path of professionals could be automated away. This will create huge increases in wealth for society but will create big disruptions.

Come hear futurist economist Toby Madden discuss how the Intelligence Revolution is will impact and change economic, political and social systems. You will learn more about the Intelligence Revolution and how this will affect you and your organization.

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November Deep Dive Event

<p>Date: Thursday, November 30th</p> <p>Time: 11:45 am - 1:15 pm</p>	<p>Location: Tierney Brothers 1771 Energy Park Drive, Suite 100, St. Paul, MN 55108</p>	<p>Cost: \$15 per member \$25 non-member No charge for students</p>	<p>Registration: Click here to login into your IFMA account and register today!</p>
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Box lunch included

Joe Egan is President of Egan Connection Inc., a construction consulting, coaching, and training company and an author of his two books:

The General Contractor - How to be a Great Success or Failure

Building Positive Character - 50 Tips on Empowerment, Overcoming and Success

Joe Egan rose from apprentice to ownership positions at several large construction companies (Egan Companies) where his responsibilities included business development, customer relations, contract negotiation, and conflict resolution.

Joe recently contracted with Salem Radio Network (SRN). His 60 second features dealing with life situations are available to over 2000 radio stations nations wide.

Learn more from Joe's decades of experience as he shares the essential importance of customer relationships and successful face to face presentations!





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October Chapter Meeting Recap

Interior Maintenance Blind Spots

Wayne Teig, ITRA Global

A panel of seasoned, local experts gathered to outline interior building maintenance blind spots which might be “sneaking up” on facility managers. The intent of the program was to provide some deeper insights on various systems where the panelists have seen firsthand different “blind spots” that could impact FM’s, their facilities, their colleagues, and their staff financially or otherwise.

Wayne Teig of ITRA Global | Minneapolis-St. Paul was the panel moderator. The panel of experts were:

- Tom Danley, Harris Mechanical – HVAC & Plumbing Systems
- Ben Calendine, Parsons Electric – Electrical Systems
- Jim Oelhafen, LVC Companies – Life Safety Systems / Fire Protection
- John Fabian, LVC Companies – Systems Integration / Smart buildings

Tom Danley kicked things off and provided insights about HVAC and plumbing systems with special focus on how maintenance can significantly reduce utility expenses and extend equipment life. Tom also pointed out that warranties can be voided if the proper maintenance isn’t completed and documented.

Ben Calendine outlined the importance of safety in reducing arc flash accidents. Infrared studies can point to potential areas of exposure of failing portions of an electrical system. Ben also noted the new electrical code requirements will require many more outlets in conference rooms, for example, which will lead to higher costs in construction.

Jim Oelhafen discussed the importance of life safety as critical for all building occupants and provided key insights about how both wet and dry sprinkler systems are rusting from the inside out due to air infiltration. He noted nitrogen introduced into systems can stop corrosion. Jim also mentioned that we still have flat head sprinklers with o-ring designs hiding in buildings that were documented to have been completely retrofitted, so keep your eyes open for flat face sprinkler heads and have them replaced right away.

Finally, John Fabian outlined that building systems can be used together to limit some of the blind spots that exist today. John noted the importance of using a non-proprietary software and defining needs up front so that all bases are covered. Let’s use technology to help us limit our blind spots!

One shared concern by all of the panelists was the labor shortage in the trades. There is more work than workers right now, a problem that is not likely to change in the near future with baby boomers starting to retire in higher numbers. The panelists and audience members both outlined the importance of getting the word out in the high schools and even middle schools about the career opportunities in the trades.

A copy of the presentation is available on the Minneapolis IFMA Chapter website at www.msp-ifma.org.

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IDEAS INTO ACTION



November Chapter Meeting Recap

Carey Brendalen, AIA, LEED AP and Lyn Berglund, ASID, CID

The November IFMA program, *Current and Future Trends in Corporate Foodservice*, was an information-rich presentation and discussion that took place at 100 Washington Avenue South, Minneapolis. Co-presenters, Kristi Muller, a Vice President with the Compass Group, and Jessica Zucker, a Director with Eurest, outlined the three significant drivers that are reshaping current and future innovation within corporate foodservice programs: health, generational, and technology. The presentation was followed by an interactive question, answer, and discussion that included additional insights from Executive Chef Rob Michaletz, culminating with an informative tour and tasting session in the new fourth floor “Elevate Food Hall.”

HEALTH: As within the broader food industry, corporate foodservice customers are voting with their feet and pocket books as they are consistently requesting healthier choices. Today’s customers are actively seeking more nutritional food and beverage options which need fewer ingredients, more plant based proteins, locally sourced, organically grown, non-GMO, and recognizable ingredients. In addition, with greater emphasis on health, the customer’s ability to manage “portion size” and choose light, “all day snacking” are dietary trends that are reshaping what, when, and how much people eating.

GENERATIONAL: Due to the preponderance of Millennials, successful corporate foodservice programs are evolving as they more effectively serve the needs of all four generations within the work environment. Customers are seeking richer dining “experiences” that are memorable, providing both choice and convenience. Food preferences are manifesting themselves in authentic ethnic cuisines, sourced from fresh and sustainably grown ingredients. It is becoming an expectation for foodservice menus to rotate and evolve, while responding to the seasonal opportunities and customer preferences.

Beyond food, corporate foodservice environments are moving quickly away from staid cafeterias to flexible, multi-zoned, hospitality focused environments that provide a convenient and a welcome alternative to the 24/7 work setting. As an example, the spacious “Elevate Food Hall” has attractive and comfortable areas for dining, working, refreshing, socializing, and recreation. And, with the new generation of food halls, “choice is king,” “the chefs are the stars,” “dining is an event,” and “your feedback is expected.”

TECHNOLOGY: The third significant driver reshaping trends in corporate foodservice is technology. Driven by customer convenience, choice, and the need to reduce overhead, the prevalence of online menus, mobile ordering, digital menus/order/pay kiosks, and 24/7 self-checkout, are becoming more ubiquitous. Note to the customer of the future, cash payments will no longer be accepted. Building on theme of greater customer choice, Chef Rob shared that with technology providing more granular customer data regarding choice, item, price, weight, volume, date, etc., he now can fine tune his menus, while reducing food waste. Finally, technology is enabling greater food transparency, where customers now can not only view menus, but are able to review ingredient supply chain and nutritional value for the entrée selection, while watching their food grow remotely on location.

TOUR AND TASTING: As with any good party, everyone ended up in the kitchen. After closing out the formal presentation, the IFMA group and presenters walked across the fourth-floor lobby to “Elevate Food Hall,” where we had the opportunity to experience and taste the future of corporate foodservice. Upon arrival, we were greeted by food ambassadors who provided an overview of the hall layout, self-order/pay kiosks, and the five cuisine stations that were open for tasting. Complimentary plates included a slow smoked braised chuck with smoked sweet peppers, giardiniera, and beef au jus on a dipped roll; a beautiful assortment of fresh and colorful sushi; pulled pork nachos with huitlacoche crema, avocado mouse, and finely diced peppers; and delicious, crisp crusted pizza topped with a mix of the fresh ingredients.

As the November IFMA program concluded, it appeared everyone who attended *Current and Future Trends in Corporate Foodservice* departed well nourished, both intellectually and physically. And it was clear the ingredients for a successful corporate foodservice program include healthier and delicious food choices, greater customer convenience, 24/7 foodservice options, value oriented pricing, and comfortable, functional areas for dining, working, refreshing, socializing, and recreation.

The November IFMA program addressed aspects of the following IFMA Core Competencies: Leadership & Strategy and Human Factors.

IFMA Winter Social Save the Date

<p>Date: Thursday, February 15th</p> <p>Time: 4:30 - 7:00 pm</p>	<p>Location: Headflyer Brewing 861 E. Hennepin Ave Minneapolis, MN 55414</p>	<p>Cost: \$10/person</p>	<p>Registration: Click here to login into your IFMA account and register today!</p>
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Join us for some food and beverages and share how your holiday was or recent vacation!

We hope to see you there!



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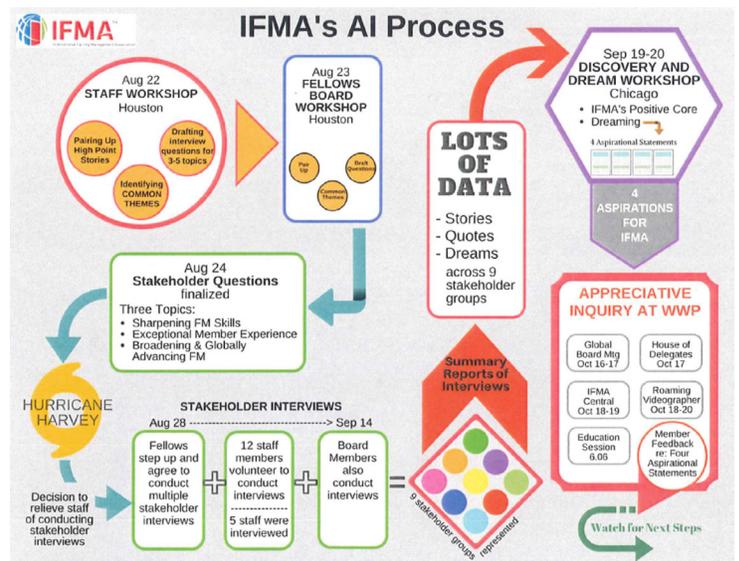
World Workplace 2017 Appreciative Inquiry*

In August 2017, the Global Board of IFMA launched a change program based upon Appreciative Inquiry (AI), a proven process that energizes future possibilities by building upon an organization's positive core and strengths. Rather than deficit-based problem solving, the AI change process promotes the art and practice of engaging in inquiry across all stakeholder groups to discover the best in people, their organizations, and the world around them. By learning through stories shared about IFMA when it is operating at its best, stakeholders are able to dream and design a bold future for the associate that is anchored in organizational strengths.

The diagram illustrates the IFMA AI process flow from its inception until IFMA's World Workplace. Next steps include engaging members about the Aspirational Statements that resulted from the AI process, identify where the Aspirational Statements intersect with current initiatives, identify where changes may occur quickly if budget and resources allow, and solicit volunteers to continue the AI journey.

If you are interested in more information about the Appreciative Inquiry process, contact Laura Magnuson at laura.magnuson@cushwakenm.com or 651-665-4476.

*The information was provided at Word Workplace in Houston, TX.





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