DECEMBER CHAPTER MEETING

Wellbeing is the New Black.

About the Program:
Innovative leaders know first-hand the connection between wellbeing and performance, and the often devastating consequences of unhealthy stress, burnout and unhappiness at the individual and collective level. The shift from wellness to wellbeing is underway and we have the opportunity as leaders to lead the way for others by taking the first step and making our happiness and wellbeing a priority.
From educational and networking opportunities to seeing the latest and greatest on the expo floor, World Workplace 2019 didn’t disappoint! With so much to report on and so little time, I’ve summarized key points below!

**WWP19 Stats & Facts:**
- October 16-18 in Phoenix, AZ
- Near Record Breaking Attendance – 4,600 Attendees!
- 33 Minneapolis/St. Paul Chapter Members
- 300+ Business Partners on the Expo Floor
- Pre-Conference Sessions & Deep Dives
- 2 Internationally Known Keynote Speakers
- 106 Different Educational Sessions
- IFMA Foundation Hosted Casino Royale Event
- Multiple Building Tours
- Welcome Reception & THE After Party
- Countless Networking Opportunities
- And 1 Hot Golf Tournament!

**House of Delegates Meeting Highlights:**
- The IFMA Board of Directors reported that after a year of survivability we are now building blocks to ensure long-term success with financial stability.
- The search for a new CEO has been put on hold to pursue a Chief Strategist.
- Overall, the organization is in a good place and making positive progress!

- [Download](#) a copy of the 2018-2019 Annual Report for more info.

**MSP Recognition on Stage:**
The Minneapolis/St. Paul Chapter sponsored our 1st ever student scholarship through the [IFMA Foundation](#). MSP Chapter member Derek Hillestad was the recipient of our scholarship. He was recognized on stage Thursday with 22 other FM student scholarship winners from around the globe!

The University of Minnesota was also recognized by the IFMA Foundation for its recent Facilities Management program reaccreditation.

**Chapter Dinner:**
Thanks to all who participated in our “progressive dinner” at Chambers and Atmosphere! I had a lot of fun and hope you did, too. And, a huge THANK YOU to our Chapter Dinner sponsors who made the evening possible!

Make sure to mark your calendars for WWP20 in Chicago Sept 30-Oct 2!

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*Author: Laura Magnuson, CFM, Cushman & Wakefield*
At the December Chapter Meeting… you will hear from Nancy O’Brien & Linda Saggau of Experience Happiness, and the co-creators of The Happiness Practice™ (THP), on how happiness drives wellbeing, engagement and performance and be equipped with a 30-Day Happiness Practice™.

In preparation for this meeting, we invite you to take a few minutes to check in with you by taking the free and confidential THP Pulse Assessment™ to assess your level of stress, burnout and happiness and download your THP Personal Pulse Snapshot™ http://www.experiencehappiness.biz/pulse/

Meet Our Speakers:

LINDA SAGGAU Linda brings powerful strategic and creative expertise to the business of cultivating happiness. She is co-creator of The Happiness Practice and continues to research and develop transformational programs to help people, teams and organizations thrive. A noted writer, speaker, and entrepreneur, Linda has a wealth of experience with Chase, JP Morgan, Cargill, Best Buy, 3M, Ecolab, and other Fortune 500 organizations, where she consulted on business strategy, branding, customer experience, crossenterprise collaboration and other strategies.

NANCY O’BRIEN Nancy is passionate about researching, developing and sharing innovative tools to enhance and measure well-being. Prior to co-creating The Happiness Practice, Nancy spent years on the leading edge of massive innovation and change, serving on the IBM change team to transition the global business from manufacturing to services. She has also shared her deep experience design and management expertise with many clients by helping them develop and implement bespoke strategies.

Agenda:
December 4, 2019
11:30 – 11:40am: Networking
11:40 – 12:00pm: Chapter Announcements
12:00 – 12:50pm: Program
12:50 – 1:00pm: Questions / Answers

Parking:
IFMA validates parking at the following parking garages on campus. You will receive your validation coupon upon check-in at the registration desk.

- University Parking Ramp
- Oak Street Parking Ramp
- Washington Parking Ramp

Click here to register
The University of Minnesota Construction and Facility Management program hosted its 7th annual intercollegiate career fair and quiz bowl event on Friday, October 25 which is organized to attract students from all 11 upper Midwest region schools of Construction Management. The Academic Outreach Committee sponsored a booth at the career fair to promote our Chapter’s educational, networking and scholarship offerings to the students as well as answer any questions they may have regarding Facilities Management as a career of choice. IFMA MSP members Ian Ellis, Chase Owen, and Laura Magnuson participated in this event, making good connections with students already in the FM program or interested in the built environment.

Congratulations to UMN Landscape Architecture student Jiang Chen Zhu on winning the Yeti tumbler and cooler at the career fair booth!

Is your organization interested in participating in the career fair next year? Click here to learn more!

IFMA CARES
TOY SHOP HELPERS

Date: Wednesday, December 18
Time / Locations:
3:00 – 6:30pm
1019 Payne Ave
St. Paul, MN 55130

3:00 – 7:30pm
1604 E Lake Street South
Minneapolis, MN 55407

Get into the holiday spirit by becoming a ‘toy shop helper’ with the Salvation Army! IFMA Cares is proud to offer this volunteer opportunity to members and guests as a way to give back to our communities during this holiday season. The Twin Cities Salvation Army is one of the largest providers of toys to children who may not otherwise receive gifts during the holidays. This year, their Toy Shop program will bring joy to over 23,000 Twin Cities Children!

IFMA hopes to have enough volunteers to cover two shifts on December 18th at two separate locations! See below for details on how to sign up.

To sign up to volunteer, please contact our IFMA Cares Coordinator, Noelle Hudak at noelle.hudak@kimball.com.
Our changing world means safety and security needs are increasing. Today, security has become a key requirement for office, schools, government, medical, and worship facilities, as well as personal residences. Often the path to intruder resistance was not well understood, nor required in older facilities during the design of the space.

Jason Horner is an industry leading expert in interior finishes innovation, adaptation of materials, and construction techniques. Additionally, he has trained with several law enforcement agencies, SWAT teams, military groups including Navy SEALS, and military snipers on basic attack scenarios, including structure assaults, and counterattack scenarios. This unique blend of tactical experience, combined with extensive construction techniques, enables Jason to provide distinctive design solutions supporting a strong defensive position for your building project.

This session supports Human Factors and Emergency Planning and Business Continuity Core Competencies. Please join us for a most unique IFMA education session, as Jason shares his expertise in designing spaces for safety and security!

**JANUARY DEEP DIVE**

WHEN SECONDS COUNT!

Design Techniques and Solutions for Your Building and Personal Security

<table>
<thead>
<tr>
<th>Date:</th>
<th>January 23, 2020</th>
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<tbody>
<tr>
<td>Time:</td>
<td>11:30am – 1:00pm</td>
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<td>Lunch provided</td>
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**Cost:**
- Members: $20 IFMA
- Non-Members/Guests: $30
- Students: No charge

**Location:**
CORT Furniture
8925 Lyndale Ave South
Bloomington, MN 55420

**FOUNDATION & UMN SCHOLARSHIPS**

CALLING ALL STUDENTS!

The IFMA Foundation scholarship program has awarded more than $1.4 million dollars to more than 527 students since the program started in the early 1990’s. Scholarship recipients receive a cash award and fully subsidized World Workplace conference travel, registration and participation. These scholarships change lives and are a principal strategy in creating the next generation of FM professionals.

The 2020 IFMA Foundation scholarship application will be posted December 1, 2019.

IFMA MSP will be sponsoring an IFMA Foundation scholarship again in 2020 to be awarded to a local scholar so encourage all students you know to apply! Click here for more information.

UMN Students - Don’t forget to apply for the IFMA MSP scholarship through the UMN. For more information, contact Megan Seltz at seltz011@umn.edu.
On September 19, IFMA MSP hosted a Build Your Core presentation and discussion at Donaldson Company, on the topic of Circular Economy. Our presenters, John Siemja (Anderson Windows), Dana Slade (HealthPartners), and Heidi Frasure (Steelcase), further defined Circular Economy and shared their accomplishments and challenges with a very engaged audience!

What is Circular Economy?
Viewed as a new industry disruptor, the Circular Economy concept has been around for years, especially in Europe, where nonprofit organizations have encouraged better design to eliminate pointless packaging and encourages the manufacturing of products that last. Circular Economy is about resource management; keeping materials at their highest value stream for the longest periods possible, eliminating the need for new resources by reusing materials through careful design and production.

It applies to us all, as buildings managers, as designers, representatives of manufacturers, service providers, and individual consumers.

In the United States, our Twin Cities has emerged as a national leader in the circular economy movement through the Environment Initiative’s Minnesota Sustainable Growth Coalition, for more click here. The first major conference called “Circularity 19” was held this June in Minneapolis, for more click here.

What is trending?

- MN is a leader on Circular Economy due to the actions of many of our local corporations and utilities.
- More companies are creating a sustainability management role to evaluate process for incoming processes and waste. These positions often report to the Legal/Risk departments and partner with Facilities for improvement processes.

Please join us in congratulating Mike Lyner on his retirement from RSP after 35 years with the firm.

He spent almost 20 years as an IFMA member and has done an enormous amount to advance facilities information management as a whole. A familiar face – Rhonda Rezac – will step into his place at RSP i_SPACE.

Mike, thank you for the leadership both to RSP and IFMA.
Managing metrics will help justify new programs and processes. For example, implementing composable coffee cups in lieu of Styrofoam, is more expensive, however there is a huge savings on the trash tax. Hennepin County has grants for waste management that often go unused.

- Xcel has large rebate programs.
- Health Partners has implemented solar gardens.
- Manufacturers, like Steelcase, are looking at returnable totes in lieu of packaging, which could impact your receiving of goods. You store the returnable containers and they pick up on next delivery.
- Burning for energy should be a last resort.
- Circular Economy practices support LEED, WELL Building, and attract and retain efforts.
- Aluminum is the most recycled material and can be reused up to 20 times.

**Challenges & Solutions**

Manufacturers now have extended responsibility for their product when replacement is needed. Finding outlets to gain value for scrap or old materials is difficult and requires out of the box solutions, especially when products are designed to last 20-30 years. Companies must continually think at the end of use, what next?

There also needs to be enough waste in circulation to keep a new resource operational. Steelcase donates scrap fabric to a Public Thread [https://www.publicthread.co/](https://www.publicthread.co/) who in turn, makes new products that Steelcase purchases as client gifts. While Steelcase is not likely to run out of fabric scraps, this could be an issue for other material regeneration sites.

Steelcase also has a partnership with another manufacturer to take used cardboard packaging, remanufacturer to new cardboard, and sell back to Steelcase for reuse. They are also looking at material chemistry with life cycle thinking and purchasing only cradle to cradle certified recycled products.

Renewal by Andersen is challenged to find a solution for glass. Even if a resource is available today, will they be in business 20-30 years from now? Manufacturing companies cannot do recycling on their own and need outlets for existing material waste in the manufacturing process.

Health care still produces garbage that cannot be recreated in the circular economy at this time, such as a solution for latex and nitrile gloves. However, they have taken steps to eliminate plastic bottles on site.

Performance metrics and education are the opportunity for progress and must include all levels of the organization. One method is to utilize savings to fund additional projects.

Our presenters welcome your questions! For more information, please contact:

- Jon Smieja - Andersen Corporation [jon.smieja@andersencorp.com](mailto:jon.smieja@andersencorp.com)
- Dana Slade - HealthPartners [Dana.A.Slade@HealthPartners.Com](mailto:Dana.A.Slade@HealthPartners.Com)
- Heidi Frasure - Steelcase [HFRASURE@steelcase.com](mailto:HFRASURE@steelcase.com)
CORT’S COOKIES WITH SANTA

WHEN: Saturday, December 14th, 2019
TIME: 2pm – 5pm
WHERE: CORT Showroom
8925 Lyndale Avenue South
Bloomington, MN 55420

Avoid the lines at the mall and join us for this family friendly event including crafts, Christmas bingo and a visit with Santa Claus!

All lap sitters receive a free digital image to frame or use as a holiday card.

RSVP before December 9th to 952.884.5622 or carey.sanders@cort.com.

cort.com
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NEW MEMBER SOCIAL RECAP

Author: John Deziel

On October 24, the Chapter held its biannual New Member Social at Insight Brewery in Minneapolis. This event allowed newer chapter members to meet one another and also interact with longer standing members in a relaxed and casual atmosphere. The event was well attended by both new and longer standing members alike, with a total turnout of more than 25 members. The membership committee hosted the event and provided drinks and pizza for all in attendance.

The membership committee would like to thank all who attended to make the event a success. Additionally, a special thank you to is owed to Insight Brewery, Eric Rausch of the membership committee, and Krista Cress, from our executive management company, for helping organize and execute the event.

LOOKING FOR NEW EDUCATIONAL OPPORTUNITIES?

All classes at the University of Minnesota's College of Continuing & Professional Studies are available to individuals whether seeking a certificate, degree, or just looking to enhance your learning by taking one-off classes. The following 4 new courses are being offered this spring and registration begins soon (12/6/19). Click the links to find out more information.

- **CMGT 4422:** Advanced Construction Cost Estimating
- **CMGT 4081:** Managing Erosion and Sediment Control on Construction Sites
- **CMGT 4073:** Building Codes for Construction Managers
- **ABUS 4218:** Real Estate Finance

Or, [click here](https://meganseltz.appointments.umn.edu) for a full list of all Facilities and Construction Management courses offered Spring 2020.

For more information, contact Megan Seltz at seltz011@umn.edu or for appointments [https://meganseltz.appointments.umn.edu](https://meganseltz.appointments.umn.edu).
SEPTEMBER CHAPTER MEETING RECAP

DESIGNING FOR AGE DIVERSITY IN THE WORKPLACE

Author: Rhonda Rezac

While Millennials get all the headlines, much more interesting things are happening at the other end of the age spectrum. People over 65 represent the fastest growing segment of the U.S. workforce. At the September chapter meeting, Erik Lucken, Director of Workplace Strategy at RSP Architects, explored how the multigenerational workforce came to be and how smart, intentional design of office buildings and workplaces help to attract, retain, engage and empower all five generations.

Through his presentation, Erik not only points out that workers over 55 will start to make up the largest share of our workforce but also bust some common myths we have. So how did we get here? Check out the full presentation online so see the benefits of the multigenerational workforce and how it impacts workplace design and how you can create an inclusive design process.

Oh – and the presentation online has even more statistics since September. Erik also did this presentation at IFMA’s World Workplace in Phoenix last month. And Erik doesn’t let data sit stagnant – he is constantly updating the statistics and data as it changes and evolves – every week. So definitely check out this presentation and better understand our multigeneration workforce.

OCTOBER CHAPTER MEETING RECAP

TWIN CITIES ORTHOPEDICS PRACTICE CENTER (VIKINGS TRAINING FACILITY)

Author: Dianne Pikula

On October 8, the Chapter hosted a presentation and tour of the Twin Cities Orthopedics Practice Center (new Vikings training center) in Eagan, MN. Steve Poppen and Chad Lundeen of the Vikings organization, Jenny Haag of Rise, Doug Osborn and David Murphy from Crawford Architects, and Mark Miller of Kraus Anderson, all spoke on the development, design, and construction of the new facility. Attendees were then escorted on small-group tours of the striking building which includes an indoor football field, auditorium, dining room, medical/rehab area, expansive locker room, fitness center, and many other amenities. Purple is the dominant color of the building (naturally!) and the history and branding of the team can be seen throughout. Four outdoor fields and a stadium are also located on the property.

The presentation and tour were very well received by chapter members and guests. Here is what a few of the attendees had to say:

“The Vikings staff were great hosts, they clearly understand the importance of a brand building, hospitality, and growing an IFMA fan base. Well done Vikings.” - Carey Bendalen

“I was really impressed that the design and construction team was part of the presentation, it really made a difference!” - John Skraba

“I was impressed on how the staff was focused on football. It’s a no brainer, really, but they walked the talk.” - Christopher Ransom
Dunwoody College of Technology is in their second year of a new program for Facilities Operations & Management. Within this two-year Associates Degree evening program, students are learning energy management, asset management and building automation systems. Prospective students can enroll in individual courses as well as full program enrollment.

Please contact Derek Hillestad at dhillestad@dunwoody.edu for more information, [click here](mailto:dhillestad@dunwoody.edu).

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2020 SPONSORSHIP NOTICE

Sponsorship opportunities will be released in early December so be sure to check our website and watch your email for the latest information!
MEMBER PROFILE

JOHN DEZIEL

Job Title: Business Developer
BrightView Landscape Services, Minneapolis

Path to Profession: I started my career in consumer lending after earning my degree at the University of Wisconsin Eau Claire. After 10 years in the industry I was looking for a change that would allow me to get out and about more. Outside sales was the perfect solution. While working in a similar role for Staples I was contact by BrightView and the rest is history.

IFMA Connections & Involvement: Being new to the facility management industry I knew it was critical that I become involved with the local industry education and networking chapters. After talking to some of BrightView’s service partners I decided to dedicate the majority of my time and efforts to IFMA Minneapolis/St. Paul.

At my very first event I was asked if I would be interested in becoming involved with the Membership Committee. I said yes, and now just over a year later I have taken on the additional role of co-chair of the committee. I enjoy all aspects of my involvement with IFMA, but serving on the membership committee has really allowed me to navigate the chapter more effectively.

How long an IFMA Member: 1 year

Recently Completed Project: BrightView assists facilities with landscape and snow removal services all throughout the Minneapolis and St. Paul area. Some of more recognizable partners include Ecolab, Polaris, Prudential, and Presbyterian Homes and Services.

Challenging Aspects of Your Job: Helping our partners maintain the level of service they desire while they face the constraints of stagnant or even decreasing budgets. Also, I have to admit that Mother Nature gives us some trouble from time to time!

Family: My wife Mallory and I have been married for 6 years. We have a 5 year old daughter named Scarlett and a 2 year old daughter named Reagan.

Hobbies & Interest: When we can find the time we like to travel as family. I also enjoy golfing, spending time with friends, and watching almost any sport when I can get away with it.

Little Known Personal Fact: I was a pretty good drummer in high school and even considered it a possible career option.

NEW MEMBERS

Brent Bauer
Hines

Barrent Blaney
Dunwoody College of Technology

Kip Childers
Harvard Maintenance

Mark Daigle
Fluid Interiors

Scott Fettig
Klein McCarthy Architects

Christine Graf
Davies Office

Marie Greenwood
Frauenshuh

John Hanken
CanTel Medical

Tim Holt
Better Building Data

Mikayla Jacobson
Frauenshuh, Inc

Kimberly Kiger
Haldeman-Homme, Inc

Nate Kopetka
Patcraft

Chad Kraemer
CR-Building Performance Specialists, Inc.

Charles Manson
Land O’Lakes

Marnie O’Byrne
Harvard Maintenance

John O’Donoghue
Premier Power Maintenance

Randall Olson
Holmes Corporation

Jacob Painschab
Entrust Datacard

Jordyn Polzin
Frauenshuh

Katie Prater
Frauenshuh

Megan Riley
CanTel Medical

Mike Soukup
ServiceMaster Restore,
ServiceMaster Clean,
ServiceMaster Recovery Management

Vicky VanderWoude
Holmes Corporation

David Wallner
CanTel Medical

Peter Xiong
Donaldson Company Inc
RECOGNITION

MEMBER ANNIVERSARIES

25 YEARS
James Norkosky
Thrivent Financial for Lutherans

20 YEARS
Dave Boss
General Office Products
Bruce Adams
Lifetouch, Inc.

15 YEARS
Ann Hansen
Cresa Minneapolis
Carey Gorham
Allianz Group

10 YEARS
Michael Quast
Donaldson Company, Inc.
Gregory Wood
Washington County

5 YEARS
Mark Fortman
ISD 197
Ken Galloway
House of Charity
John Viktora-Croke
Sisters of St. Joseph
Christy Lewis
The Opus Group
Geri Farr
Ever-Green Energy

1 YEAR
Jeremy Knospe
ABM
Cody Finney
Solid Surface Care, Inc.
Eric Rausch
Suddath Relocation Systems
Michael Thorson
Be The Match
Matt Johnson
Life Time

Sean Wenner
Daikin Applied
Pamela Skogland
JLL
Therese Alverson
MCGough Facility Management
Matt Swanson
KFI Engineers
Philip Hildebrandt
CardConnect
Melissa Southwick
Humanscale
William Hare
Ryan Companies US, Inc.
Daniel Gelfand
D & G Services, Ltd.
Ben Meyers
DG Woodcare
Christopher Zurn
Ever-Green Energy
Patrick McCann
Spire Credit Union
David Hromadko
Cargill Incorporated
Allan Burkard
Eastside Food Co-op
Brian Murrell
The Garland Company
Broc Coen
HealthPartners, Inc.
Steve Hoogenakker
Minnesota Lawn Care
Andy Stark
Graybar Electric
Steve Restemayer
Thomson Reuters
Mike Chapley
Tierney Brothers
Eric Mikkonen
Mohagen Hansen Architecture I Interiors

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Atmosphere Commercial Interiors
Harris Mechanical
Horizon Roofing, Inc.
INSPEC
Kraus-Anderson Construction
Marsden Bldg Maintenance, LLC
McGough
Mohagen/Hansen Architectural Group
RSP Architects

SILVER
Beltmann Group Inc.
Commercial Furniture Services
Prescription Landscape
SwedeBro

THANK YOU to those who have contributed to the IFMA sponsorship. With you as our partners, we’re a stronger organization.