



# EXCHANGE

Winter 2016

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



## December Chapter Meeting

**Date:**

Wednesday, December 7

**Time:**

11:30 am – 1:30 pm

**Location:**

Science Museum of MN  
Discovery Hall - 120 West  
Kellogg Blvd, St. Paul, MN

**Registration:**

[Click here](#) to login into  
your IFMA account  
and register today!

### Don't let conflict run you off the road! - Jay Gubrud

**About the Program:**

For over 18 years, Jay Gubrud has helped professionals enhance their performance and improve their businesses. His theme of cars and driving are something everybody can relate to.

Reading the road map of workplace disputes can easily steer any team in the wrong direction. Although conflict is unavoidable, it can also be beneficial. *Road Rage in the Office* will guide people through the challenge of handling conflict and minimizing the possibility of failure.

Through this program, attendees will begin to recognize how our assumptions can lead to conflict, understand the steps to healthy conflict,

discover communication techniques that keep defenses down, and see how regular feedback can reduce conflict.

*Road Rage in the Office* will enable people to embrace healthy conflict and use it to their advantage while at the same time feeling confident to manage unhealthy conflict.

Please join us for an insightful and entertaining December speaker at the Science Museum. Attendees will also receive complimentary passes to tour the Science Museum after the program, so feel free to block off a little extra time to check out the exhibits!

### upcoming events:



**Awards of Excellence**

December 7, 2016



**Build Your Core Education Series**

January 19, 2017



**Build Your Core Education Series**

February 16, 2017

[Click here](#) for full calendar

[www.msp-ifma.org](http://www.msp-ifma.org)

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IFMA Cares  
Are You Interested in Becoming a Mentor?



## President's Letter

World Workplace was held in San Diego this year and for those that attended it was an enlightening and energizing event with the perfect combination of networking events, educational sessions, keynote speakers and fun activities.

Our Minneapolis/St. Paul Chapter was represented well with thirty-five Professional and Associate members in attendance. On Tuesday night, we had about 25 people attend our Chapter Dinner and we had a wonderful experience on the dinner cruise touring the San Diego Bay area. I would like to personally thank John Haydon from Kraus-Anderson Construction for being the major sponsor for this year's dinner and Chad Stout from FSI/Millicare and A & M Business Interior Services for also helping cover the costs of the dinner cruise.

On Thursday night, we all had a great time at Millicare's Cocktail Party at the Union Kitchen and Tap before heading to OMNIA Nightclub in the Gaslamp Quarter for the CORT Party! These are two great events that are held every year at World Workplace and we are fortunate to have two members in our Minneapolis/St. Paul Chapter that put a lot of work into organizing these events, Chad Stout from FSI/Millicare and Carey Sanders from CORT.

If you have not been to World Workplace, I would suggest you participate in next year's event in Houston. 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.

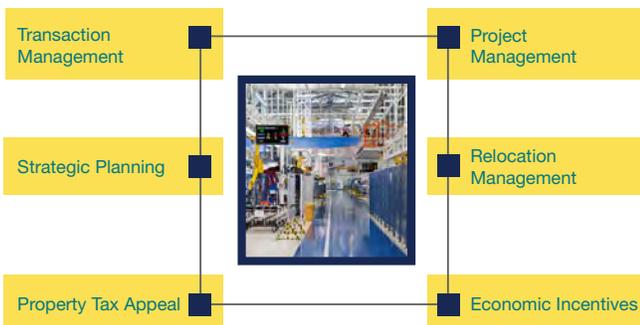
The Annual Awards Celebration will be held in conjunction with the December Chapter Meeting on Wednesday, December 7th. The Events Committee has announced the Call for Nominations and they are due by November 7th, 2016. The IFMA Minneapolis/St. Paul Chapter's Awards of Excellence recognizes the outstanding achievements of individual members and organizations. 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.

Lastly, I will continue to challenge all professional members to expand your professional career by attending monthly chapter meetings, participating deep dive sessions, volunteering for IFMA Cares and/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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**Rhonda Rezac, FMP**



# IFMA 2016 Awards of Excellence

<p><b>Date:</b> Wednesday, December 7</p> <p><b>Time:</b> 11:30 am – 1:30 pm</p>	<p><b>Location:</b> Science Museum of MN Discovery Hall - 120 West Kellogg Blvd, St. Paul, MN</p>	<p><b>Speaker:</b> Jay Gubrud</p>	<p><b>Registration:</b> <a href="#">Click here</a> to login into your IFMA account and register today!</p>
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The IFMA Annual Awards of Excellence has been moved to December and will be held in conjunction with the December Chapter Meeting on Wednesday, December 7th.

IFMA Minneapolis/St. Paul Chapter's Awards of Excellence recognizes the outstanding achievements of individual members and organizations. Each year, awards are presented honoring those who have made exceptional contributions to the advancement of the FM profession and the association.

The nomination process has now closed.

## Awards Sponsorship Opportunities Available!

Sponsor Appreciation - \$200 (6 available):

- Recognition at Annual Celebration
- Event signage in PowerPoint
- Logo on promotional materials and email blasts
- Presentation of 1 award
- 2-minute advertisement to attendees

Contact Mary Pat Nielson ([mnielson@intrinsec.com](mailto:mnielson@intrinsec.com)) if you are interested in sponsoring and presenting an award!

## ANNOUNCEMENT

Please bring non-perishable food donations to the December Chapter Meeting / 2016 Awards of Excellence.

Mark Ostrom will be accepting your donations next to the registration table.

IFMA Cares is collecting food for 360 Communities at our monthly chapter meetings through the end of the year!



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## October Chapter Meeting Recap

Taylor Hammond

Our October Chapter meeting topic was sound. Officially titled Acoustical Concepts, the presentation covered the fundamentals of sound noise and its impact and correction in the workplace. The presenter was ICF Group CEO James Kasschau. Thanks to Minneapolis/St. Paul Chapter Board of Directors Secretary, Lynne (Webber) Mitchell for coordinating this presentation.

James started the presentation with an overview of the science behind sound. This was like a return to physical class for many attendees, complete with the tuning fork to illustrate the science being reviewed. When explaining that the presentation would focus on a segment of sound waves that are audible to the human ear, out came the application that would play a tone with a wavelength on the lower side of the scale and gradually move up one octave at a time. After moving a few octaves up the scale, James played the final tone. It was very high pitched and only audible to a segment of the audience – the younger audience members. James explained that the ability to hear at the far end of the audible scale is something that goes away as people get older.

After the review of the basic science behind sound, James covered the impact that sound has on our daily lives. Referencing multiple research studies, the review of impact on daily life covered positive and negative effects that sound can have on humans, both physically and mentally. Then came the sound transmission paths review. Also covered in this section was the interaction that sound has with different building materials that are likely to be found in our workplaces. This included why an understanding of acoustics play a very important role in design.

The last section of the presentation covered the types of products available in the marketplace for noise abatement and how they work. James also covered some of the differentiating factors that Facility Professionals may encounter when reviewing product options. The presentation wrapped up with an engaging Q & A session – lots of great questions came from our attendees.



## November Chapter Meeting Recap

Lyn A. Berglund, ASID, CID; Carey Brendalen, AIA

The November Chapter meeting program was a panel presentation moderated by Carey Brendalen, AIA, Alliance. The panel was made up of three facility professionals: Jackie Barrett – Valspar Facilities and Corporate Services Manager, Rick Johnson – Director of Special Capital for the University of Minnesota, and Chad Wollack, FMP, LEED Green Associate – Xcel Energy Facility Manager.

Each presenter began with an overview of their company, their personal career path, and their most recent special project.

**Jackie Barrett:** Jackie has enjoyed a 30+ year career with Valspar, rising from an administrative position to managing multiple design, construction, and move projects for Valspar. Valspar ranks as the 5th largest coatings company in the world, with 2015 net sales of 4.4 billion. The company, which was founded in 1806, is headquartered in Minneapolis with 11,000 employees located in 30 countries.

Jackie was a key member of the facility management team that completed a multi-phase, \$45 million renovation of the historic, vacant Valspar buildings, into Valspar's Headquarters and Global Development Laboratories.

**Rick Johnson:** Rick's career has encompassed work at the City of Minneapolis, managing the Convention Center and Downtown Public Library projects, to working with and representing Hennepin County on the Target Field project.

Rick's work at the University of Minnesota focuses on special projects, which to date have been the \$292 million expansion to the Biomedical Discovery District, and the, recently completed, new construction of the \$165 million Clinics and Surgery Center. The University of Minnesota encompasses 29 million gross square feet, spread out over 5 campus sites in the Twin Cities, Duluth, Crookston, Morris, and Rochester.

Rick explained that his current role as Director of Special Capital means that he is involved as the project manager of projects that have large, complex budgets/funding, and are considered highly visible. He is currently overseeing the \$166 million Athletes Village project.

**Continued on page 5**



# November Chapter Meeting Recap continued

**Chad Wollack:** Chad graduated from the University of Minnesota with a degree in architecture, and through various job experiences, found his calling in facilities management, specializing in design, project management, and operations maintenance of corporate facilities. Nine years ago, he joined Xcel Energy as a facility manager. Xcel Energy is an energy company operating in eight states. They lead the nation as first in development of wind energy, and fourth in development of solar energy. The Property Services Group, of which Chad is a member, manages 175 sites, which include 650 buildings, totaling 4,600,000 square feet. These buildings have an average age of 42 years and range from Corporate Offices to Vehicle Repair Shops.

Chad recently managed the completion of a new Corporate Headquarters Building for Xcel, located in downtown Minneapolis.

Carey Brendalen then led a discussion of the panelists, focused on the following questions/topics:

## 1. *Who in your organizations makes the project decisions?*

**Chad** – “Our property Services Group reviews, scores, and lists the conditions or needs of our buildings and employees. This list is then reviewed by our Capital Review Committee, and that committee then recommends certain projects to our Senior Leadership, who makes the final determination.”

**Rick** – “The University operates on a 6-year Capital Plan. A potential project goes through a Pre-Design phase, and if its budget is in alignment we’ll go forward for Legislative funding, and through various decision-making committees, prior to its approval to proceed.”

**Jackie** – “We operate on a 2-3-year Capital Plan. A potential project goes through a rigorous review process. A senior leader then becomes the project sponsor, leading the project forward.”

## 2. *How does your organization approach the project procurement process?*

**Jackie** – “We approach our major projects in what we perceive as a Design/Build approach. We hire the General Contractor and they, in turn, establish the Team with our approval. This way we have only one point of responsibility: the General Contractor.”

**Rick** – “If our project is funded by the State Legislature, we then are bound to make our Team selections through the Designer Selection Board process. If the project is not State-funded, we use a Best Value process.”

**Chad** – “We have a detailed set of standards, and generally our projects follow the Design, Bid, Build process.”

## 3. *What are the communication expectations within your organization?*

**Rick** – “Our projects involve communications between many individuals. We ultimately rely on senior leadership of the user group to be our main route of communication.”

**Jackie** – “We communicate directly with the project user group, and provide monthly updates to our senior leadership”

**Chad** – “We think it is very important to know your audience and communicate with them in a style that’s useful to them. We execute a monthly newsletter to leadership, and do internal internet messaging to employees.”

## 4. *How does your organization view initial costs versus life cycle costs?*

**Chad** – “We have developed standard specs that follow LEED Requirements.”

**Rick** – “We stress life cycle costs over first-time costs. We build to a 50-year longevity standard, and design to B3 Standards.”

**Jackie** – “I am not involved in those discussions. We operate on a project-to-project basis.”

## 5. *Audience Question: What do you love about your job?*

**Jackie** – “I thrive on variety and having many balls in the air.”

**Rick** – “I enjoy moving projects forward and appreciate the trust placed in me to successfully manage other people’s money.”

**Chad** – “I like the variety and ability to solve problems.”

## 6. *Beyond what has been discussed here today, share with us your most profound project lesson learned.*

**Chad** – “Readily adapt to change. Don’t let it emotionally affect you. Finally, strive to build good partner relationships.”

**Rick** – “Work to build trust through recognizing and establishing the roles of each Team Member.”

**Jackie** – “Add 30% on the front end and 30% on the back end of every project! Most importantly, do not value engineer out the building systems commissioning.”

Carey then closed the program, thanking the presenters for sharing their experience and wisdom with us all.

## World WorkPlace Recap

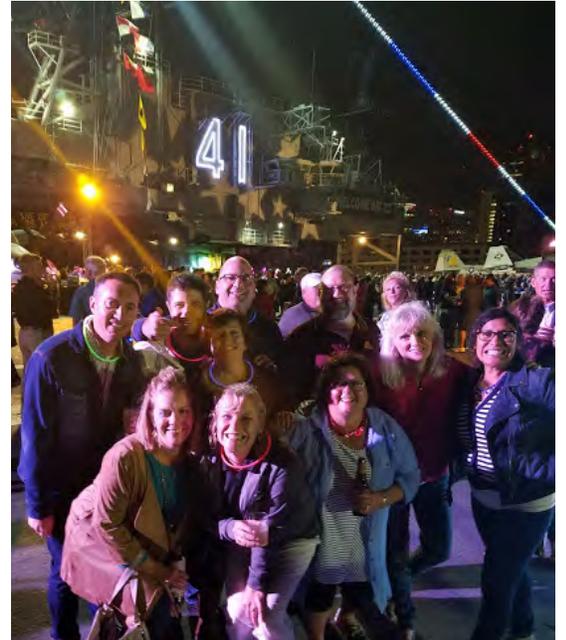
Rhonda Rezac, FMP

World Workplace 2016 was held in San Diego, CA this year in early October. It was a great time seeing our local members as well as friends of our Chapter from around the world. We had a couple sponsors that helped us kick off the event with our Chapter Dinner Tuesday night on a Boat Cruise around the San Diego Bay. Thank you to Kraus Anderson, A&M Business Interior Services and FSI for your sponsorship and support.

Our current President, Greg Wood, and Immediate Past President, Rhonda Rezac, attended the Delegates meeting to hear how IFMA is doing internationally and to give our Chapter a voice to the Board. Look for more details to be posted to our website soon.

The conference kicked off on Wednesday with four Professional Members discussing how they came to be Facility Managers and what they do in their roles. It continued with a great Expo Floor with about 150 exhibitors and about 90 educational sessions over the next 2 days. We celebrated the conference with a party on the USS Midway aircraft carrier and the Closing Awards ceremony hosted by Ron Burgundy (an impersonator – but a really good one).

It was great seeing everyone in San Diego. We hope to see you next year October 18-20 in Houston, TX.



### Save the Date for next Build Your Core program events!

**January 19, 2017** - Operations/Maintenance & Human Factors

**February 16, 2017** - Finance/Business & Emergency Preparedness/Business Continuity

**April 20, 2017** - Project Management & Quality

**May 18, 2017** - Leadership /Strategy & CFM Workshop Prep

**Events will be held at:** Tierney Brothers, 1771 Energy Park Drive, Ste. 100, St. Paul, MN 55108

**Time:** 11:30 am – 2:00 pm **Cost:** \$50



## Career Fair Recap

Laura Magnuson, CFM

MSP IFMA's Academic Committee hosted a booth at the University of Minnesota's Built Environment Career Fair on Friday, October 7. This was our 3rd year participating in the event which allows us the opportunity to connect with students from 9 upper Midwest region schools of Construction and Facilities Management.

A huge thank you goes out to Rhonda Rezac for all of the help in making our booth such a success! From the Plinko board to the handouts, we represented our Chapter with great professionalism. I would also like to thank Tierney Brothers for providing us with a backdrop and Mary Pat Nielson for designing the new table cloths. And finally, thank you to Tom Tierney and Marcos Llanas for helping me with the booth at the Career Fair!



## Building and Furniture Acoustics



Josh Gjerdingen

Building acoustics play an inordinate part of architectural design in the workplace. The function of acoustics is to direct or manipulate sounds. Whether it is through furniture or the building design, the idea is to create a balance between privacy and collaboration within your office space. A good architect will emphasize how acoustics play a part in the design early on, taking into account sound reflection, echoes, noise, sound absorption and obstructions. If you're looking to modify your existing space, furniture, sound dampening systems and materials will be the best way to change the acoustics in that environment. Most manufacturers of furniture integrate sound dampening materials into their panels and even design the furniture to alter the acoustics. Tall panels vs short panels in workstations, hard materials such as metal or wood panel skins vs. fabric panel skins all determine what the chatter sounds like in that area.

### The Switching Principle

Noise defined is unwanted sound. When we encounter noise in the workplace it is often distracting. Once you are distracted, it is more difficult to get back on task and therefore one's productivity declines. This is known as the switching principle. We encounter distractions frequently and although switching thoughts is not always a bad thing, it can create stress and anxiety.



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## Building and Furniture Acoustics continued

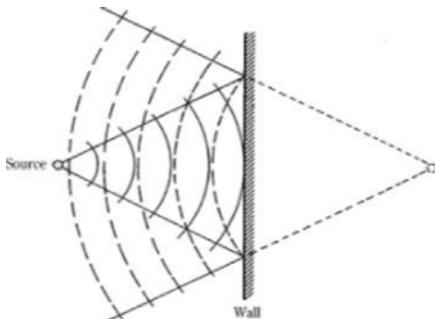
### Is the modern, open-plan office best for building acoustics?

Open-plan office set-ups are extremely popular and thought to increase productivity and collaboration. How can this be when it can affect our privacy and enables distracting noise? There is evidence that backs up this argument, but there is also evidence that suggests we are more inclined to use our “inside” voices when we can see how our volume is affecting the people around us. A modern office feel could also include concrete floors and the absence of a sound dampening ceiling grid, creating sound reflection and echoes. In this instance, sound absorption materials or obstructions can be strategically placed to defer or detour the echoes enough to keep the space feeling intimate.

### Sound dampening options

There are many products on the market to help manage the acoustics in your space. Some examples include noise-proofing adhesive compound, sound absorbing panels and sound masking. The noise-proofing compound is innovative, cost effective and can be used in new construction or to enhance an existing space.

For instance, you can use it to seal the corners of a conference room to adhering a mirror to a wall. Sound absorbing panels are an easy and more practical way of altering the acoustics of an area. These panels can be stand alone, hung or mounted to a wall or object. Sound absorbing panels are the most popular because of their versatility. They can be made or cut down to any size depending on the application. Absorbers work best when sound strikes them directly. Sound masking is typically used with sound absorbers. An example of sound masking is white noise. White noise is a type of sounds signal used to masks background sounds. It uses a hissing noise that cancels other sounds but does not match the frequency of human speech.



### Information

For more information on this or any other topic, feel free to use the IFMA Marketplace on the Minneapolis/St. Paul chapter website to find an expert in your area visit [www.msp-ifma.org](http://www.msp-ifma.org)

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# IFMA Cares – Boys & Girls Club of Minneapolis

IFMA Cares was in full-force at the Boys and Girls Club of Minneapolis on November 9th. We served 50 pizzas to 130 kids! Dinner was followed by some rousing rounds of bingo and prizes which were donated by IFMA Cares members. Thank you to all those who participated.



## Are You Interested in Becoming a Mentor?

Several young professional members of IFMA Minneapolis-St.Paul have expressed an interest for mentorship opportunities within our chapter. After researching the programs offered by several other IFMA chapters, and the approaches pursued by other organizations, our chapter has decided to help facilitate mentor connections. Our goal is to create a list of volunteers that are willing to be contacted about specific questions or challenges a mentee may have in general career development or specific areas of project,

business or facility management. We are hopeful to have this list complete by year end and available to prospective mentees on the website in early January 2017. If you are interested in being a mentor, and wouldn't mind being contacted by a prospective mentee, a sign-up form is now posted on the IFMA website for you to complete to indicate your willingness to help. Thank you!

[Click here](#) to view the PDF

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## Introducing the Newest Members

### ADAM BESON

*75F - Retail and Office Sales*

I joined IFMA to share solutions that predict building needs and manage them proactively, making spaces more comfortable, energy efficient and cost-effective. 75F delivers building intelligence, not just automation.

### LIZ H. HARDIN-STRNAD

*University of Minnesota Twin Cities, Libraries*

Building and Facilities Manager, Bio-Medical Library  
I have been at the U for almost 10 years. Prior to that, I worked in professional theatrical stage manager/set construction. In my spare time, I run a small business selling fine art prints of out-of-print book illustrations and artwork. I am excited to join IFMA and meet other facilities persons!

### JENNIFER STUKENBERG

*Associate Principal, BWBR*

My passion is meeting new people and learning about what makes each company's culture unique, and this is why I've joined IFMA. I have worked at BWBR for over 20 years on various project types including corporate, wellness and pediatrics. I enjoy reading, traveling, and having fun with family at the cabin.



## New Members

### MATTHEW ANDERSON

*Medivators*

### ERIC GRANSTROM

*The Flying Locksmiths*

### JONATHAN HOLMES

*Hennepin County*

### SARA KOPPEN

### MANDY LEONARD

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