



EXCHANGE

July 2015

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



IFMA 2015 Annual Golf Tournament

Date:

Tuesday, July 14th

Time:

9:00 am – 7:00 pm

Location:

Legends Golf Course,
Prior Lake

upcoming events:



Annual Golf Tournament
July 14, 2015



World Workplace
October 17, 2015

[Click here](#) for full calendar

Only 18 Foursomes Left!
[Click here](#) to register!

Registration Includes:

- 18 holes of golf
- Golf cart
- Lunch
- Dinner
- Drink Ticket

Golf Tournament Title Sponsor:



CUTTING EDGE
PROPERTY MAINTENANCE

Door & Raffle Prizes:

If you are interested in donating a door prize or prize for the raffle drawing, please contact Mary Pat McGlynn (marypat@msp-ifma.org) or Debbie Norton (debbie@msp-ifma.org).

Again this year, we will be holding a raffle for wine & whiskey wall. If you are interested in donating please bring your donations with you on the day of the golf tournament or you can drop them off at the IFMA office.

Please remember to attach a business card to all donations.

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www.msp-ifma.org

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IFMA 2015 Annual Golf Tournament Cont.

Schedule For the Day:

- 9:30 a.m. – Registration/Lunch (grab-n-go)
- 11:00 a.m. – Shotgun Start
- 4:30 p.m. – Cocktails in the Clubhouse: 19th hole party
- 6:00 p.m. – Dinner

Cost:

- Individual Members: \$130
- Individual Non-Members: \$150
- Member Foursome: \$500 (*foursome must include 1 member & that member must register the foursome*)
- Non-Member Foursome: \$600
- Member – Dinner Only: \$35
- Non-Member – Dinner Only: \$45

Golf Tournament Sponsorships:

Golf Sponsorships are available to purchase!

If you are interested in sponsoring the Golf Tournament, below is a list of Golf Sponsorships that are still available. Below is a listing of open sponsorships! You can purchase sponsorships by logging into your IFMA account and clicking on the “Online Store” tab and making payment online.

- | | | |
|-----------------------------------|------------------------------|--|
| ▪ Dinner Sponsor - \$500 | ▪ Goodie Bag Sponsor - \$150 | ▪ Driving Range - \$250 |
| ▪ Waste Container Sponsor - \$300 | ▪ Putting Green - \$500 | <i>Consider having the Golf Pro hang out at the driving range for an extra \$100! Great way to draw golfers to the driving range!</i> |
| ▪ Prize/Trophy Sponsor - \$300 | ▪ Water Sponsor (2) - \$350 | |



IFMA Cares Calling all volunteers! Announcing our next IFMA Cares event:

By Mark Ostrom at Global Industries

We will have a range of activities to support clients of a drop-in facility at People Incorporated in St. Paul. IFMA Cares volunteers will have their choice of not one, but 3, volunteer projects!

Options include meal preparation and serving, indoor painting and outdoor staining of a deck and gazebo. More details will follow as we get closer to the date.

Projects are scheduled for:

Thursday August 13th from 11am-2pm at PI's York facility just north of downtown St. Paul at 317 York Avenue, St. Paul, MN 55130.

People Incorporated Mental Health Services is a Twin Cities-based nonprofit providing a spectrum of services to more than 9,000 clients throughout the year. Their 60 programs help out individuals and families through providing case management, service coordination,



MENTAL HEALTH SERVICES

domestic abuse and parent support, provider training, housing assistance, foster care and a whole host of other services. Learn more at their site:

www.peopleincorporated.org

Volunteers should email their project preference to our our IFMA Cares coordinator Mark Ostrom at mark.ostrom@comcast.net.

Join your IFMA colleagues to give back, have fun and feel good!



President's Letter

As I start my tour of duty as IFMA President, I couldn't be more excited to share my passion for facility management and all things real estate related with you all. I first joined IFMA 5 years ago and I have consistently been impressed by the people, the experience and opportunities this organization provides. It's an honor to take on this role and I look forward to working with you all, to keep us motivated and energized.

It feels appropriate to start by sharing my story, how I got into facility management and why it continues to capture my imagination and energy.

Way back in high school, I never knew facility management existed (which is something I'd like to change). But I loved the complexity of space and was intrigued by how things fit together. This led me to want to understand how buildings came together so I became an architectural drafter. It was good work, yet something was missing. So I expanded my career by learning about property management and real estate. Yet marketing kept calling out to me as well... so much so, that I eventually graduated with a B.A. in Marketing. All while still working as an architectural drafter.

What I didn't realize at the time, was that I was actually doing facility management and that my degree in Marketing would propel me further into it. As a drafter, I was managing a CAFM software program with over 8,000 people across 300 floor plans along all of the chargebacks. It was a complex puzzle that I loved working.

And that's when it hit me. I was meant to work in facility management. And fortunately, at RSP, I can utilize all of my degrees and years of experience to help other facility managers. Through RSP i_SPACE, a FM consultancy studio within the firm, I get to talk with a variety of facility managers and ask them questions about how they work

and provide advice on how to improve their current approach. Best part is that I don't just talk about it, I get to do it too. I manage all the moves, adds and changes within RSP and work with facilities on all aspects related to space. So I understand what it takes to manage a building and multiple moves.

To help my own professional development, I started volunteering with IFMA. Things have taken off and I've shared my passion with others equally passionate about facilities. I've met a whole host of great people and I love hearing their stories. I learn something new every time and in every conversation. This keeps me motivated and engaged, as I hope it does you. I look forward to sharing more stories with you all throughout the coming year.

During my term, I plan on keeping all of you up to date on our Chapter's Strategic Goals and accomplishments. I want you all to be a part of the evolution and growth, therefore your involvement and opinions matter. One way to ensure your voice is heard is to complete the surveys or feel free to reach out to any board member at any time. Our board is committed to making our IFMA Chapter the best it can be. Together, we can foster growth of the facility management profession within the Twin Cities. It's our mission as an organization and my personal passion. Thank you for this opportunity.



Rhonda Rezac, FMP



Board Members

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Rhonda Rezac, FMP

VICE PRESIDENT
Greg Wood, SFP, CFM

IMMEDIATE PAST PRESIDENT
Greg Williams, CFM, SFP, FMP



IFMA June Chapter Meeting Recap

All management is change management.

There is a reason that there are so many clichés about change. For an organization, change is absolutely necessary for survival and success. Those that fail to change, that change poorly, or, even worse, that stubbornly strive to avoid change altogether, are doomed to fade into obsolescence.

Our June speaker, Dr. Jim Bohn, is an expert and consultant on change management. While there are many facets to change management, his presentation focused on the most difficult and complex aspect of making a change in an organization: people. Jim walked us through his five principles for managing change and gave some great advice for leaders. He emphasized the importance of planning ahead and anticipating the effect that the change will have on everyone in your organization. From management, to the janitorial staff, a small change can have far reaching consequences. Failing to understand these effects can quickly kill cooperation and derail the initiative.

Jim also discussed the importance of celebrating success along the way. Some managers worry that recognizing success before the project is complete might harm motivation, but the opposite is true. Celebrations don't have to be big. A small form of recognition or a simple thank you will go a long way, or, as Jim said, "Don't underestimate the power of pizza." It's also important to introduce new policies and procedures in small digestible chunks so that people have time to learn them and integrate them into their work. Handing out a large binder explaining every aspect of the change and every new procedure is a sure way to frustrate your team and to lose momentum.

The final principle for change management is that all change builds or destroys trust. When this is considered alongside the rather sobering statistic that 70% of change initiatives fail, the importance of a well-planned

and managed change becomes clear. At the end of the presentation, one of our members asked for advice on gaining support for change management from the executive team. Jim summed it up perfectly with he answered, "All management is change management."

Dr. Jim Bohn's 5 principles of change management:

1. Reduce anxiety to increase adaptation.
2. Simplify to increase adoption.
3. Follow-through to assist integration.
4. Measure for correction and celebration.
5. All change builds or destroys trust.

Jim is the president of ProAxios and can be found at www.proaxios.com. His new book, Architects of Change, is going through the final steps of being published and printed and Jim has been kind enough to offer us the book at a reduced price. We will be sending out information on where to get Jim's book as soon as it is available.



Outgoing President, Greg Williams, CFM, SFP, FMP was recently presented with a plaque for all his hard work over the past year. Thank you, Greg!



IFMA Chapter Dues Adjustment

IFMA exists to connect built environment professionals from around the globe in order to foster a knowledge-sharing community that furthers both facility management and the people who practice it. In order to continue to serve the needs and expectations of this growing family, IFMA's board of directors has approved a membership pricing adjustment for the coming fiscal year.

Beginning Sept. 1, 2015, the base rate for IFMA membership will be US\$209 per year for professionals and associates and US\$129 for young professionals. As a 501(c)(6) nonprofit, IFMA will continue to put these funds toward providing opportunities for you to network, develop and share best practices and invest in the future of FM.



IFMA's World Workplace, Denver CO

Oct 7-9 2015

Do you want to attend World Workplace but just don't know how to convince the boss? IFMA has done the work for you. Just [click here](#), select the letter type and fill in the blanks. I hope to see you there!

For more information about this event and to register, [click here](#).

IFMA's World Workplace
The Facility Conference & Expo

Oct. 7-9, 2015 | Colorado Convention Center | Denver, Colorado



World FM Day 2015

Our chapter celebrated World FM Day at Surly Brewery this year. We invited all of our chapter volunteers and members to celebrate a day that recognizes the hard work we all do. We even had the pleasure of talking and touring with Mikael Blomberg, Facility Manager at Surly. I want to thank all of our volunteers and members for making it out to celebrate World FM Day. You all deserve a round of applause for what you do. Thank you!!



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Member Profile

Mark Chauvin



MARK CHAUVIN

*Associate Principal
and Unit Manager*

**WISS JANNEY
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FAMILY:

My wife Diana and three daughters - Julia (7), Naomi (4-1/2) and Maria (18 mos). Julia just finished kindergarten and it is pretty amazing, and exciting, to see how much she has learned at school in the past year. Of course, my wife and I could do without some of what she has learned on the bus to and from school! Oh well. Naomi is in preschool and thoroughly enjoying keeping up with her big sister. And Maria is thoroughly enjoying transitioning into a toddler, and ransacking our house. We love them all tremendously.

PATH INTO PROFESSION:

I attended the University of Minnesota and chose structural engineering as the field that most appealed to me. I always did well with math and sciences, and liked the idea of designing new buildings or bridges. After finishing my Master's degree, I interviewed with WJE on a recommendation from my advisor. The opportunity to work on and fix problems with existing buildings and bridges, instead of designing new ones, piqued my interest. I didn't even realize "forensic" engineering was a field. I decided to try it and have been here ever since. I am very lucky to work for a fantastic company full of very bright people, where I can continue to learn and challenge myself.

HOBBIES AND INTERESTS:

With a busy work life and four fabulous ladies at home, my primary hobbies are being a husband and dad and my primary interest is helping keep our family happy and healthy. When I have the time, I enjoy golf (although I am terrible), poker, getting together with friends, and weekends on the lake. I am an avid fan of both hockey (the Wild) and football (a certain team slightly east of here). I also do my best to exercise regularly, and enjoy that quite a bit. Aside from the getting up at 5:00am part.

INTERESTING/CHALLENGING ASPECTS OF THE JOB:

I would say that almost all of our projects are interesting and challenging in their own way, and that is what I truly enjoy about my job. I find it very rewarding to work on the structures that are a part of our community, and help our clients succeed - working through what are often quite difficult issues and finding the right answer, a better solution, or both.

IFMA CONNECTION:

I have been a member of a different facility management organization for a few years now and have enjoyed interacting with folks and past clients there. A colleague of mine suggested I look into IFMA and I attended a few events as a non-member. I found the settings to be a little more intimate, the topics a little more interesting, the people a little more engaged, and the events a little more enjoyable. I look forward to being a member, and being involved.

RECENTLY GOOD READ:

Crucial Conversations by Patterson, Grenny and others. I am an engineer by trade and have managed projects for many years now, but am now managing our unit as well. People management is a new area for me. I found the book easy to read and it presented some good concepts that I can add to my "tool bag" and consider when needed for working through different situations with different folks.

LITTLE KNOWN PERSONAL FACT:

I was born in Canada and moved from Toronto to Madison, Wisconsin in the middle of my sophomore year in high school after my dad's job was relocated. I learned 3 things - changing high schools and countries at 15 is an "adjustment", you can lose a Canadian accent (without actually trying to), and most people assume all Canadians play hockey and speak French (I'm 0 for 2 there).

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