



# EXCHANGE

October 2014

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



**IFMA**  
MINNEAPOLIS  
SAINT PAUL  
CHAPTER  
**CELEBRATING  
30 YEARS**  
**1984 —  
2014 0**

## IFMA October Chapter Meeting

**Date:**  
Wednesday, October 1

**Time:**  
3:30 – 5:00 pm

**Topic:**  
Tour of Toro Corporate Headquarters  
(limit 100 people)

**Location:**  
Toro Corporate Headquarters, 8111 Lyndale Ave. S., Bloomington, MN 55420



The Toro Company recently completed a 75,000 square foot building on its Bloomington, Minnesota, corporate campus. Join us to hear about why they built it, as well as the opportunities and challenges associated with its construction. A tour of the new building will follow. Heather Hille, Director of Real Estate and Facilities and Shirley Schmidt, Facility Operations Administrator, will speak about the project and answer questions.

[Click here](#) to view more and to register

upcoming  
events:

**Passion for  
IFMA - Breakfast**  
September 25, 2014

**Deep Dive**  
September 25, 2014

**October Chapter Meeting**  
October 1, 2014

**November Chapter Meeting**  
November 5, 2014

[Click here](#) for full calendar

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November Chapter Meeting

## President's Letter

I would like to take this opportunity to thank ALL of our members – Professionals and Associates.

A BIG thanks to our chapter sponsors, without which, we could not fund all the programs, we currently provide to our membership and to our profession.

To my fellow board members – thank you for all of your time, effort and expertise – your contributions are very much appreciated. Thank you all, you make our chapter GREAT!

As I am writing this I am also preparing for World Workplace 2014 in New Orleans. An exciting conference, that will include events, programming, networking and educational sessions all tailored for the next level of FM Professionals.

I will be a part of an educational session as one of 3 Sustainability Facility Professional (SFP), panelists. The session is titled: “Advancing Sustainable Facility Performance with the SFP: Case Studies & Panel Discussion”.

My topic will be “Employee Engagement and Change Management”.

I developed this topic after being asked by the IFMA Director of Sustainability to research and develop new innovative sustainability topics and educational content. This is to be used for the Term of Validity module to renew the SFP's 3 year Term of Validity.

Estimates show that employees who are “disengaged” cost organizations approximately 35 percent of their

payrolls. In the United States, disengagement is purported to cost organizations \$370 billion annually, including \$65 billion of taxpayer dollars of “lost employee productivity” for the Federal government alone.

The questions I have developed to be asked by the moderator of the panel are:

1. Describe the relationship between Employee Engagement and Change Management?
2. How does Employee Engagement and Change Management relate to Sustainability?
3. As a Manager and a change agent what can be done to increase employee engagement?
4. What are a few strategies to set the stage for change?
5. What does success look like?

New Orleans here I come!

Members, if you need any assistance, please reach out to a board member or myself. I want to ensure that you are getting the most out of your IFMA membership. Your attendance at the events and active engagement in your chapter helps grow the Facility Management profession – YOU can make a difference!



**Greg Williams CFM, SFP, FMP**  
University of Minnesota Facilities  
Management

### 2014 Chapter Dinner at WWP

25 of our Chapter members attended the Annual Chapter Dinner during WWP. The dinner was held on September 18, 2014 at the Bourbon House in New Orleans, LA.

**Thank you for helping to sponsor the Chapter Dinner.**



**Thank you for sponsoring the Welcome Happy Hour.**



## Board Members

### PRESIDENT

Greg Williams, CFM, SFP, FMP

### VICE PRESIDENT

Rhonda Rezac

### IMMEDIATE PAST PRESIDENT

Bill O' Neill, CFM

[Click here to view the entire board](#)

# Economic Impact of Ergonomic Designs

Professor Alan Hedge, PhD, CPE, FHFES, FIEHF, FIEA, AFBPsS

## Summary

On Wednesday, September 3rd, Professor Hedge from Cornell University gave a presentation on the economics of ergonomics. In this presentation he outlined the five basic requirements for a good ergonomic product and a good ergonomic design:

- the person must be able to work in a neutral posture
- products must fit the dimensions and capabilities of people
- dynamic working is always preferable to static working
- products should be easy to use
- and less is more, in other words the more complex the product the less usable it is and the greater the chance that a person will need training and that ultimately they will make an error

He then reviewed a number of research studies that have measured the economic impact of interventions using ergonomic products. For products such as keyboards the average improvement in performance can be 15%, and for chairs it can be between 4% and 10%. Results from pre and post survey studies show that ergonomic workstation designs not only improve levels of comfort, satisfaction, productivity, and health, but also levels of happiness, and they increase recruitment potential and the retention of employees.



Evidence from a large study of workers compensation cases shows that ergonomics results in a 17:1 return on investment. A summary of 25 ergonomic interventions in office environments showed a median increase in productivity of 12%. Prof. Hedge concluded his presentation by stating that good ergonomics really is great economics.

## Contact Information

While Professor Hedge was unable to provide us with a copy of his presentation, he welcomes anyone to reach out to him to learn more about the information he provided.

Professor Alan Hedge, PhD, CPE  
 Director, Human Factors and Ergonomics Laboratory  
 Cornell University  
 Email: [ah29@cornell.edu](mailto:ah29@cornell.edu)  
 Phone: 607-255-1957 Mobile: 607-227-1728

[www.ergo.human.cornell.edu](http://www.ergo.human.cornell.edu)

## IFMA Chapter Sponsors

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

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For more information on becoming a sponsor of IFMA - Minneapolis / St. Paul Chapter, please contact Debbie Norton at [debbie@msp-ifma.org](mailto:debbie@msp-ifma.org) or 952.564.3076

# Deep Dive – Ergonomics Practical Applications & Best Practices

**Date:**

Thursday, September 25, 2014

**Time:**

11:45 am – 1:15 pm

**Location:**

Tierney Brothers, 3300 University Ave. SE, Minneapolis, MN 55414

**About the Program:**

Are you balancing requests for sit-stand workstations and limited budgets? Pondering whether an exercise ball makes a good task chair? Concerned about providing safe and effective work spaces for employees struggling with back and neck pain? The Education Committee is here to help! We are pleased to offer a September Deep Dive session on the topic of workplace ergonomics. As a follow on to the September 3 chapter meeting, this session will be a panel discussion with an opportunity to engage local experts in an in-depth conversation about practical applications of ergonomics and solutions to common ergonomic issues. Please bring your questions on how to create an ergo program, modify an existing program, address the new mobile workforce and less dedicated workspace, or any specific issues you are working on. Joining us for this session will be Steven Gutmann of S.H. Guttman Consulting, Helen Huber of SS&E consulting, and safety and ergonomics professional Ronna Thorson.

Steve Gutmann is an accomplished occupational safety and health professional with over 30 years experience in the field. Currently, Steve is president of S. H. Gutmann Consulting, LLC providing services in the areas of ergonomics, industrial hygiene and safety and health management system performance. Prior to consulting, he worked at 3M for 22 years in the Corporate EHS

group in positions of increasing responsibility. Steve is a Certified Industrial Hygienist (CIH) and Certified Professional Ergonomist (CPE).

Helen Huber is currently President of SS&E Consulting, Inc., Elk River, MN. She has provided ergonomics and management evaluations for regional and national firms as well as carrier risk evaluations, all lines, for industrial, agricultural and institutional firms. Employing skills as a Workers' Compensation Claim specialist, it became clear early in her career that making a difference in the field necessarily begins with prevention. Thus started interest in the ergonomics and safety field. Ergonomics design and problem-solving became the focus as a game-changer to help businesses protect profits.

Ronna Thorson is a certified ergonomist with over 15 years experience as a Safety and Ergonomics leader. Ronna transformed Ameriprise' ergonomics program to a contemporary model embracing technology and available internal and external resources to reduce workers compensation costs and increase program ROI and employee satisfaction. Ronna is certified in Kaizen and is a Six Sigma Green Belt.

*Please join us on Thursday, September 25 from 11:45am – 1:15pm for lunch and stimulating conversation!*

[Click here](#) for more information

## Member Anniversaries

### ONE YEAR

**DIANE ADAMS-GRAF**  
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The City of Plymouth

### TEN YEAR

**TOM TIERNEY**  
Tierney Brothers, Inc



## CONNECT WITH US ON LINKEDIN

Be sure to go to our LinkedIn page to post articles, questions and comments.

Also Share ideas and hear about new topics in our industry.

# Passion for IFMA – Breakfast

**Date:**  
September 25, 2014

**Time:**  
7:15 – 8:30am

**Location:** RSP iSpace  
1220 Marshall Street NE  
Minneapolis, MN 55413

Rhonda Rezac is the newly elected Vice President of the Minneapolis/St. Paul Chapter of IFMA. She is a Senior Application Implementer and Move Coordinator at RSP iSpace. Rhonda will be discussing the value of IFMA from our mission of Education, Networking and Recognition.

Bagels, muffins, coffee and juice will be available during this breakfast. Parking is available on site.

[Click here](#) to view the advertisement for this event

[Click here](#) to register



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## IFMA November Chapter Meeting

**Date:**

November 5, 2014

**Time:**

11:15 a.m. - 1:00 p.m.

**Location:**

McNamara Alumni Center

**Subject:**

Welcome to the World of Scenario Thinking – Future of Work Scenarios 2018

Presented by Karen Gill, CTS Senior Workplace Strategist, Herman Miller

The future is profoundly unpredictable, and yet we are all making decisions today that will affect how well our workplace will support the work and workers of tomorrow. One of the tools Herman Miller uses to explore the future and to help all of us think about how to better plan for an unknowable future, is through Scenario thinking. In this interactive session we will share our 2018 Scenarios and resulting conclusions about how work will change through 2018—all grounded in rigorous research.

The three scenarios we will share are not predictions; they are hypothetical ways the future might unfold. They result from intensive research and expert interviews; they link the certainties and uncertainties around forces and trends we see evidence of today. These scenarios

are intended to provoke broader and deeper thinking, reflections, learning and conversation about the future, and to create shared understandings of possible developments, options and actions.



This session will help participants envision the future and imagine how their workplaces might change to support future needs. This session will include three main parts:

1. Learn about the importance and usefulness of the scenario planning process and thinking.
2. See a glimpse of the stories of three plausible futures.
3. Hear a short introduction to the propositions for how work will change.

Participating in this session is a provocative way to expand your thinking.

[Click here](#) for more information and to register

## Scenarios 2018 to Placemaking Mini-Workshop

**Date:**

November 6, 2014

**Time:**

9:00 a.m. - 11:00 a.m.

**Location:**

Intereum-845 Berkshire Lane North, Plymouth, MN 55441

The following day, let's take what we learned on day one and apply it to our own organization. Join us for a min workshop from 9:00 am – 11:00 am on Thursday, November 6th. Registration for mini workshop is at no extra charge and will be available in conjunction with registering for the November Program.

In this workshop we will prepare for the future by thinking through how the propositions (new realities uncovered from day 1) could manifest in your organization.

We will do the following:

- Prioritization of propositions.
- Identify what's most important for your organization and your future.
- Create ideas and action steps to help you start thinking about what changes you can make to your workplace.
- Introduce the Living Office methodology, a process that helps you apply the new ways of work specifically to your organization.

[Click here](#) for more information and to register

## Save The Dates

### Annual Celebration

**Date:** Wednesday, February 11, 2015

**Time:** 1:30 pm – 8:00 pm

**Location:** Union Depot – St. Paul

> [Click here](#) for more details, and to see the Award Categories

### Annual Golf Tournament

**Date:** Tuesday, July 14, 2015

**Time:** 9:15 am – 7:00 pm

**Location:** Legends Golf Club