



# EXCHANGE

Winter 2015

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



## IFMA Winter Social Happy Hour

**Date:**

Thursday, January 14, 2016

**Time:**

4:00 – 7:00 pm

**Location:**

Carlyle  
100 3rd Ave. S.  
Minneapolis, MN 55401

**Cost:** Members & Non-Members: \$5.00

**Registration:** Please [click here](#) to download the registration form.

Please complete the form and email it to Mary Pat McGlynn ([marypat@msp-ifma.org](mailto:marypat@msp-ifma.org))

**Parking:** Information regarding parking will be emailed to registrants as the event nears. The \$5 registration fee will go towards parking fees.

**Questions?** Email Mary Pat ([marypat@msp-ifma.org](mailto:marypat@msp-ifma.org)) or call the IFMA office at (952) 564-3042

Share your favorite Holiday Cheer with your fellow IFMA Members on January 14th at the Carlyle in Minneapolis. At our Winter Social, we are doing a wine/beer tasting with our friends and peers.

Bring a bottle of wine, Growler, or 6 pack of beer to share as we reminisce about our holidays, share our new year's resolutions and make new friends. The Events committee will be providing hors d'oeuvres along with a warm and welcoming environment. Come join us in welcoming in a New Year with IFMA and Facility Management!

### upcoming events:



**IFMA Winter Social Happy Hour**  
January 14, 2015



**IFMA Cares:**  
January 21, 2015



**Annual Celebration & Chapter Meeting**  
March 2, 2015

[Click here](#) for full calendar

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

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Member Profile



## IFMA Cares

### Date:

Thursday, January 21, 2016

### Time:

2:30 - 4:30 pm (Happy Hour afterwards)

Post-holiday blues anyone? Science says doing something good for someone else does more for your wellbeing and stress level than almost anything.

Come join IFMA Cares as we host a competitive Feed My Starving Children event. Members are encouraged to form teams to compete simultaneously at your choice of 3 Twin Cities locations (Coon Rapids, Eagan, Chanhassen).

This will be an all-out, take-no-prisoners, contest. Prizes will be awarded for highest volume of packages created, team spirit, and all-around "get outta my way, I'm with IFMA" go get 'em award.

Form your teams early compadres, hate for someone else to grab that key player! Thanks everyone, more details to follow.

Email Mark Ostrom ([mark.ostrom@comcast.net](mailto:mark.ostrom@comcast.net)) if you are interested in participating!

## MARCH CHAPTER MEETING & ANNUAL CELEBRATION



### Save the Date:

March 2, 2016

### Time:

3:00 pm – 6:00 pm

### Location:

McNamara Alumni Center

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## President's Letter

As our Chapter works to refine initiatives, I want to update you on our progress. Our goal is to better align our Chapter with IFMA International. This isn't a complete redo or start-over. It's a refinement. As an example, the four key pillars of our previous mission statement: define, provide, acknowledge and advance have been changed to Learn, Connect, Advance, and Recognize. To help explain the subtle yet important difference, I plan to discuss each of these goals in upcoming newsletters.

**Recognize** – One of our goals is to recognize our industry and our members through awards, certifications and events that promote Facility management.

Our Events and Programs committee is working hard on putting together a new and improved Awards program this year. This is an opportunity to shine a light on the achievements you each have accomplished this year – both as Professionals and Associates. All aspects of the profession are represented within the award categories. Please look for nomination forms coming to your inbox soon! We want to help recognize you and your peers!

We have a great Public Relations committee that is revamping our website. Their goal is to enhance the way we promote our industry. One change will be the creation of a Facility Marketplace. The Facility Marketplace will be open to all members to promote what their companies can do for Facility Managers. Our website will also showcase our proud members who have become certified in FMP, CFM and SFP along with promoting all our wonderful events and programs among many other enticing content.

We also want to celebrate our industry through social events and volunteer opportunities. The first social event is the Winter Social Outing, planned for January 14, 2016. Come share stories, swap advice and meet great friends at what the Events Committee is calling "Holiday Cheer" with a wine and beer tasting held at the Carlyle in Minneapolis. Bring your favorite holiday beverage to share and the committee will provide the hors d'oeuvres in a warm and welcoming atmosphere.

The first volunteer opportunity is the IFMA Cares Event on January 21. We will be volunteering at a number of Feed My Starving Children locations and the committee is working on a few friendly competitions between locations so mark your calendar now. IFMA Cares will be rewarding our volunteers with prizes throughout the event.

More details about both events are in this newsletter.

I personally want to recognize all of you and what you do for IFMA. By being a member, you are sharing your knowledge and expertise with an elite group of individuals who all strive to do the best they can every day in a profession that is constantly changing and bringing new challenges to the table.

I want to wish all of you Happy Holidays and I hope the season treats you well. See you at the December Chapter Meeting and I look forward to seeing you in the New Year at the Winter Social and IFMA Cares Events in January!



**Rhonda Rezac, FMP**



## Board Members

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Rhonda Rezac, FMP

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## IFMA September Chapter Meeting Recap

The September program for the Minneapolis-St. Paul Chapter of IFMA was held at St. Paul's new CHS Field, led by Tom Whaley, Director, Corporate Communications. CHS Field is home to the Saint Paul Saints and Hamline University Pipers Baseball teams. We were given a behind-the-scenes look at the facility, which included discussions about the primary goals of the ballpark: to focus on sustainable efforts, and to blend in with and enhance the surrounding neighborhood.

CHS Field was built on top of the base of an old Gillette factory in St. Paul's Lowertown neighborhood. 20% of the old structure was reused, including converting part of the factory floor into offices for the ballpark. Other environmentally responsible strategies involve recycling and composting, utilizing solar power, and conserving water. Rainwater from an adjacent metro transit maintenance building gets collected in a giant, indoor cistern. It is used to water the field and for toilets. Code demands that any use of gray water requires signs warning that the water is non-potable, or as our guide, Tom, likes to say, fans must be reminded to not drink from the toilet.



Despite concerns about how well the new park would fit into the historic nature of the neighborhood, it has been well-received. The concourse is level with the street, and it is often open to the public when no games or events are taking place. The playing field and seating bowl are below street level to reduce the visual impact of the park. The ceilings in the concourse are covered in wood paneling to mimic what was likely seen in the surrounding buildings when they were still warehouses and factories. The facility is connected to regional trails and a local dog park (complete with fire hydrant). It contains fantastic suites, offices, and meeting spaces to increase the flexibility of the space even further.

The ballpark has already shown a positive impact on the local economy, including new restaurants and housing being attracted to the neighborhood. This innovative facility is sure to serve its community for many years to come, helping to provide a better future for downtown St. Paul.



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## IFMA October Chapter Meeting Recap

### Physical Security for Facilities

The October program focused on the Critical topic of Physical Security for Facilities. Rob Welton from Siemens Industry gave a comprehensive discussion of the issues Security presents to us as facility managers and why it is so important to the businesses we support.

Rob started his presentation with the event that changed everything for physical security in facilities, the IBM “Rusty Bucket” active shooter in 1982. In this tragic case, a disgruntled ex-employee crashed his car through the main entrance and emerged shooting. He killed two persons and wounded eight. Prior to this event, such an occurrence was unthinkable. Rob used this example to illustrate how IBM used the lessons learned from an analysis of the vulnerabilities exposed to create layers of defense using physical barriers, technology, and a defensive mindset to improve security and prevent similar tragedies from happening again.

Security has continued to evolve since 1982 in response to growing threats and better knowledge on how to defend against them. Some of the trends being seen today are the use of “crime prevention through environmental design” or CPTED. CPTED focuses on the built environment by promoting methods of natural surveillance that combine psychological and behavioral theories to reduce criminal opportunities. We may now look at our landscaping, driveway layouts, lighting and decorative building attributes in a different light now that we understand they help create a multi-layered defense perimeter!



Technology is playing an ever increasing role in physical security. Improved lighting, high-definition cameras, and video analytics are augmenting physical guards with more information to detect potential threats. The “internet of things” is already playing a role in security, and that role is expected to grow as new products are developed. Integration of security systems and the information they provide with other building systems are helping “smart buildings” provide greater protection to their occupants.

We never want to think that something tragic will happen at our facility. Given the nature of the world today, we understand that it’s our duty to protect the people who come into our buildings each day and also to protect the company name that is on the buildings we manage. Rob showed us many of the tools at our disposal to keep our facilities safe.

If you have any questions for Rob Welton, his email is: [robert.welton@siemens.com](mailto:robert.welton@siemens.com).

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## IFMA November Chapter Meeting Recap

Jennifer Nowlin shared her expertise on IoT (Internet of Things) and specifically focused her talk on the facilities management world. She captured the “reality” of how FMs can begin to embrace this technology within their everyday life to enhance their engagement with tenants and to leverage greater efficiencies of time management. To begin the process she advised the FMs to pick one “pain” point within their world and to utilize their suppliers knowledge and expertise to create a solution to the problem—most importantly is the realization of using alliance partners and being able to work through the process together. Jennifer’s ability to simplify this emerging IoT technology in “layman’s” terms made it easy for those of us outside the IoT world to understand how to bring this technology into our world.



## IFMA December Chapter Meeting Recap

### The Importance of Body Language

The December 2015 program was held at the Science Museum in St. Paul. There were lots of hugs and handshakes along with laughter and applause. Hugs at IFMA? Really? Keep reading....

The program speaker was Dr. Linda Talley, a behavioral therapist, from Houston, TX. Dr. Talley has a PHD and has been in both the public and private sectors in her career. She provided our chapter with many insights into how body language is perceived. She outlined the importance of both sitting and standing positions and how those positions can impact your approachability. The hand shake is also a critical element in business, along with property “business spacing” when interacting with both internal and external clients.

Dr. Talley outlined the difference between a “correct” handshake, versus the often encountered “dominant handshake” and how to counteract a dominant handshake. There was also commentary on some of the more unique handshakes, including the “limp” and the “wuss”. And while not that common in business dealings, she also explained how to evaluate “huggers” to determine the overall sincerity of the hug as well as provide tips for not over or under hugging when those situations arise.

The program was very entertaining and interactive and we all have new perspectives on the importance of body language in our day to day business (and personal) interactions.

For more tips on non-verbal communication, feel free to visit Dr. Talley’s website:  
[www.lindatalley.com](http://www.lindatalley.com).



*By Wayne Teig*  
ITRA Global / CREST Commercial



## IFMA ANNUAL GOLF TOURNAMENT

**Save the Date:** Tuesday, July 12, 2016

**Location:** Legend Golf Club, Prior Lake, MN



## 2016 Sponsorship Opportunities Available!

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## New Members

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## Member Profile Ben Klawitter, CFAS

**BEN KLAWITTER**  
*Certified Air  
 Filtration Specialist*  
**FILTRATION SYSTEMS, INC.**

### FAMILY:

My wife Becky and I have been together for 8 years now and have 1 little girl, Addison. WE live in Lino Lakes, right in-between both Grandparents who live in Forest Lake (where I grew up) and Ramsey (where Becky grew up) so they have an equal drive to see their Addie.

### PATH TO PROFESSION:

As I wandered through a couple different jobs post-college I was fortunate enough to cross paths with Jeff Noack – my boss and owner of Filtration Systems, and the rest is history as they say. After meeting Jeff and seeing their philosophy and how they looked at an air filter as more than something to just fill a hole in an HVAC system was great and being an ESOP the ability to buy-into ownership was a plus.

### HOBBIES AND INTERESTS:

Fishing. I like to golf and wish I did it more, but when it's a nice day and I have a babysitter lined up the call of the lake is always stronger than that of the course.

### IFMA CONNECTIONS:

Being in charge of Marketing for Filtration Systems, I'm always looking at opportunities to spread our name and we've had some customers that have chosen IFMA over other professional organizations so we decided that if folks are switching over we should be part of it!

### RECENTLY COMPLETED PROJECT:

We have several audits going at any given time, and just finished one up at a school district where we were able to come up with a solution that removed more particles from the air, tripled filter life, reduced energy consumption, and were able to be expense neutral – creating a lot of happy people.

### CHALLENGING ASPECTS OF THE JOB:

Aside from the extensive windshield time (I cover ND, SD, MN, N. IA, and Western WI) it has to be sifting through all the mis-information and confusing ratings that are given to air filters. For a relatively simple product it seems that the industry/manufacturers are making it much more difficult than it needs to be.

### LITTLE KNOWN PERSONAL FACT:

My Dad drilled me in the back of the head with a Zara Spook while casting for bass one morning embedding the hooks into my scalp.

### RECENT GOOD READ:

Fishing reports on OutdoorNews.com and just about anything on In-Fisherman.com



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