



# EXCHANGE

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



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## MARCH CHAPTER MEETING

### The 'F' In RFP Stands for FUN!

#### About the Program:

Attend this IFMA presentation in Minneapolis on March 4, 2020 and discover a revolutionary, experiential, go-to-market process for procuring integrated real estate services. Learn how to fully leverage the creative expertise of the Service Provider community through a fun, engagingly iterative protocol designed to drive an outcome founded on transparency, trust, intellectual and a true partnership.

More on page 3

## UPCOMING EVENTS:



**April Build Your Core**  
April 1, 2020



**April Chapter Meeting**  
April 15, 2020



**May Chapter Meeting**  
May 6, 2020



**June Chapter Meeting**  
June 3, 2020

# PRESIDENT'S LETTER



*Author: Laura Magnuson, CFM, Cushman & Wakefield*

Did you know that you can take an individual course from the University of Minnesota's Construction & Facility Management programs? Did you know that Dunwoody recently expanded its educational offerings to include Facilities Operations & Management?

"Making FM a Career of Choice" is the IFMA Foundation's mission. I feel like I am one of the lucky few who learned about facilities management while in college, and as a direct result, was able to be intentional about pursuing a career in FM. Fast forward 15+ years and I couldn't be more grateful for "finding FM" - yet my parents still don't really get what I do! Not understanding isn't for lack of trying and seems to be consistent with the general population's understanding of FM.

NDSU (Go Bison!) no longer offers the facilities management program I graduated from that many of our Twin Cities organizations sought talent from over the years, but we are now very fortunate to have two FM programs right here! Both are accredited or seeking accreditation by the IFMA Foundation and cater their programs to the adult learner, with many or all of the courses held online and/or in the evening.

The [University of Minnesota's College of Continuing and Professional Studies' Facility Management](#) program provides something for everyone: individual courses for those simply looking to increase knowledge on a specific subject, a certificate program which is popular for those who already have a career in FM but want to take it to the next level, and a full bachelor's degree in FM.

[Dunwoody College of Technology's Facilities Operations & Management](#) program is new and will graduate its first students this year! This program launches students in a career managing systems and operating modern, networked facilities.

The IFMA Foundation's effort to build awareness of FM is simply not enough in itself to make these programs successful. We all play a role in making FM a Career of Choice. I ask that you educate friends and family regarding your experience as an FM, encourage those who enjoy problem solving and desire to help others to consider a career in FM, incorporate internships into your annual budgets, utilize your [IFMA credential digital badge](#) in your email signature, volunteer with our Chapter's [Academic Outreach Committee](#), and consider financial contributions to the [IFMA Foundation](#) to give back to the new generation of FM's. Little by little, and with any luck, someday when I say that I'm a facilities manager someone outside of the industry will also know what that means.



**Laura Magnuson, CFM,**  
Cushman & Wakefield



## Board Members

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Laura Magnuson, CFM

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Jon Heaton

**IMMEDIATE PAST PRESIDENT**  
Greg Wood, SFP, CFM

# MARCH CHAPTER MEETING



THE 'F' IN RFP STANDS FOR FUN!

Author: Rhonda Small, RSP i\_SPACE

## Date:

Wednesday, March 4

## Time:

11:30am – 1:00pm

## Agenda:

- 11:30 – 11:50am: Networking
- 11:50am – 12:00pm: Chapter Announcements
- 12:00 – 1:00pm: Program (lunch included)

## Cost:

- Members: \$45
- Non-Members: \$70
- Students: \$10

## Location:

McNamara Alumni Center  
Thomas Swain Room  
200 Oak St SE  
Minneapolis, MN 55455

Vik Bangia, CEO and Founder of Minneapolis-based Verum Consulting will describe this new approach that has served both as End Users and Service Provider Solutions Executives in stepping up their game. Vik will explain how this process was created, deployed and experienced by several of his corporate real estate and FM clients in both case study and storytelling format. You truly can make RFP's Fun Again!

Vik has an MBA from Pepperdine University in California as well as a Bachelor of Science in Computer Science from the University of Oklahoma. He also holds the CoreNet Global, Master of Corporate Real Estate (MCR) professional designation.

[Click here to register today!](#)

## ABOUT THE SPEAKER:



### Vik Bangia

Verum Consulting, LLC  
CEO and Founder

Vik is the CEO and Founder of Verum Consulting, LLC a company providing a host of corporate real estate consulting services including CRE outsourcing solutions support, strategy and operations, and training & development services.

He has a 25+ year background in corporate real estate, real estate outsourcing, best practices, strategic planning and workflow and process improvement.

He has been involved in all aspects of corporate real estate, including major corporate downsizings, headquarters relocations, land acquisitions and dispositions, environmental remediation, corporate restructurings and turnarounds, lease negotiations of all sizes, M&A support, financial analysis, real estate administration and real estate strategic planning.



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# BUILD YOUR CORE EVENT

DEAR FACILITY MANAGER: Please! No More One Size Solutions! Humanity in the Workplace

Author: Sue Raiche, A&M Business Interior Services



## Date:

Wednesday, April 1

## Time:

11:30am – 2:00pm

## Agenda:

- 11:30am – 12:00pm: Check In & Lunch (*lunch included with registration*)
- 12:00 – 2:00pm: Presentation

## Cost:

- Members: \$50
- Non-Members: \$50
- Students: \$15

## Location:

**Gensler**  
706 Second Avenue South  
Suite 1200  
Minneapolis, MN 55402

Please join our Gensler speakers as they share new research and insights into how workplaces and work experiences are changing. You will learn the softer side of workplace metrics, the next version of amenity solutions, and alternative approaches to measuring performance of individuals and teams.

- Better understand the “job-to-be-done” in tomorrow’s workplace
- Acquire insights into emerging planning strategies
- Discover patterns of use to assess performance
- Develop an approach to place value on amenities

## MEET OUR SPEAKERS:



### Cindy Coleman

Cindy is a strategic planner with more than 30 years in the design industry. Her diverse range of experience includes project designer for Skidmore, Owings & Merrill and ISD, Incorporated, to positions in design publishing as an editor and writer. In 2001, McGraw-Hill published her first book, the Interior Design Handbook of Professional Practice. As a strategist, Cindy’s role at Gensler is to steer effective alignment of a client’s organizational goals to a well-informed design response. Cindy’s collective experience as a designer, writer and researcher enables her to synthesize and disseminate complex information to ensure informed design solutions. Cindy holds a faculty position in the department of Architecture and Interior Architecture at the School of the Art Institute of Chicago. In 2010, Cindy was named a Design Future Council Senior Fellow.



### Rachelle Schoessler Lynn

Rachelle’s 25 year career has focused on corporate workplace strategy, interiors, renovations, and ground up buildings, with sustainability and the wellbeing of people and planet always top of mind. As Gensler’s Director of Workplace, Rachelle facilitates vision development, programming, and design leadership, working closely with clients to ensure business objectives, vision, and goals are present in the design solution. An active national leader in innovative, sustainable design, and solutions, Rachelle is a co-author of the Minnesota Buildings, Benchmarks, and Beyond Guidelines, and co-founder of the Minnesota USGBC chapter. She was awarded the LEED Fellow distinction in 2013, the ASID Fellow distinction in 2009, and recognized as the ASID National Designer of Distinction in 2016. Rachelle was the National Chair of the ASID Board of Directors from 2014-2015, during which she furthered the case for sustainable design through policy, research initiatives, and engagements.

[Click here to register today!](#)



# APRIL TOUR

## MINNEHAHA ACADEMY

Author: Jon Heaton, Bartlett Tree Experts



### Date:

Wednesday, April 15

### Time:

4:00 – 6:00pm

### Cost:

- Members: \$30
- Non-Members: \$40
- Students: \$10

### Location:

Minnehaha Academy  
3100 W River Pkwy  
Minneapolis, MN 55406

On August 2nd, 2017, Minnehaha Academy faced the unthinkable. Just weeks before classes were going to resume, a gas explosion destroyed a large portion of the historical Upper Campus of this private Christian school. Administrators scrambled to set up the school in a temporary location. The leadership team began to weigh options for moving forward. Should they rebuild on their same campus or move to a completely new location? Should they rebuild the same blueprint of the historical building, or build for the next 100 years of students? Donna Harris, the President of Minnehaha Academy said, "It was a tall order. We needed a partner who knew what we are all about, someone who understood us and could move fast." The leadership

team asked Cunningham Group Architecture, who had both deep experience with K-12 design and familiarity with the Minnehaha community, to design the rebuild. Mortenson Construction won the bid for construction. The goal was to build in less than a year, welcoming the students 'back home' on campus in fall 2019.

The International Facilities Managers Association will be sharing the story of Minnehaha Academy's rebuild on Wednesday, April 15th at 4:00pm. We will be doing a panel presentation and tour of newly rebuilt Minnehaha Academy Upper School campus.

[Click here to register today!](#)

# IFMA FOUNDATION SCHOLARSHIP

CALLING ALL STUDENTS!



The IFMA Foundation scholarship program has awarded more than \$1.4 million dollars to more than 554 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 scholarship application deadline is Thursday, April 30.**

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!

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](mailto:seltz011@umn.edu).



# JANUARY DEEP DIVE RECAP

## WHEN SECONDS COUNT

Authors: Sue Raiche, A&M Business Interior Services & Paul Theisen, Donaldson Company, Inc.



While protection from a threatening situation is often an uncomfortable topic, all buildings today require some type of security measures. Worship, retail, medical facilities, event venues, and executive homes are all potential sites for these types of events, no different than the corporate worksite or school shootings we often hear in the news.

Our speaker, Jason Horner, President of SafeWood Designs, shared his unique design expertise in a Three Zone Protection model.

- **Zone 1** - “When Seconds Matter” refers to a threat where you must react immediately and seek protection. Often, this is the primary entrance to a building. One key tip is to assure the assailant is not locked into the front vestibule. You want them to be able to leave the facility. Jason also educated the group on different solutions in glass and film applications as these materials are often used in entry ways.
- **Zone 2** - “When Minutes Matter” requires safe area while you wait for authorities to arrive. Solutions integrating protection thru wall, floors, furniture, and doors may allow survival for a period of time.
- **Zone 3** - “When Help is Not Immediately Available” is the worst-case scenario. Developing a safe room, or a concealed space, are solutions to save lives. Innovative solutions include fresh air supply and technology to aide in survival until authorities gain control.

Jason provided several case studies addressing long range attacks, such as an attack from a driveway, or highway, using high powered weapons, as well as building entry challenges and redesign. Once a new security plan has been implemented, it is key to education employees to the various safe locations. Practicing security scenarios, similar to a tornado or fire drill, should be part of the design execution.

Once your plan is in place, Facility Managers should also investigate Crime Prevention Thru Environmental Design (CPTED) credits for insurance, along with the ALICE concepts. ALICE training programs are used in schools —which stands for alert, lockdown, inform, counter, evacuate. The creator, Greg Crane, is a former SWAT officer and schoolteacher in Texas.

Whether constructing a new facility, or managing a renovation, Facility Managers will want to address the need for different security measures. For more information on the 3 Zone Protection Levels, contact Jason at 844-896-1800 or [JasonH@SafeWoodDesigns.com](mailto:JasonH@SafeWoodDesigns.com).

### Additional resources from the presentation:

[United States Secret Services Report on Mass Attacks in Public Spaces 2018](#)

[The definition of CPTED](#)

[The ALICE Training Acronym & Response Protocol](#)

[Daniel Schmelzer - resource to learn more about CPTED and security](#)



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# NOV. CHAPTER MEETING RECAP

## REAL ESTATE STRATEGY DRIVES CULTURAL TRANSFORMATION – THE STORY BEHIND LAND O’LAKES HQ CONSOLIDATION



Author: Rhonda Small, RSP i\_SPACE

Our November Chapter Tour was a collaboration with the local CoreNet chapter where we brought both chapters together with the shared interest of learning about The Story Behind Land O’Lakes HQ Consolidation. Marcia Droege – Director, Real Estate & Facilities, Land O’Lakes, Lisa Pool – Director of Workplace and Principal, Perkins & Will and Russell Philstrom – Project Architect, Perkins & Will all shared the story of how they made it all work.

Land O’Lakes, founded in Minnesota nearly 100 years ago, was nearing the end of the lease for one of their buildings and they were growing faster than anticipated. They needed more space and were looking at the opportunity of a centrally located campus to help attract and retain top talent.

The first step was to take a step back and look at all their real estate options. In doing so, they dove into the details and compared project costs and key company goals against the different options. They knew collaboration and teaming was how they would grow so they chose to expand the campus.

The next step was to look at the data through a number of tactics to give them a data driven design that was going to work. There were three key themes that they focused on: People, Space and Tools & Technology. With each phase of the project, they took a step back to look at some of the findings and adjust as necessary. This was successful with thorough change management. They were not only changing their space, they were changing their culture and how they worked as well.

Because of this detailed process, Land O’Lakes was able to achieve LEED Platinum for a New Building in Minnesota. That resulted in an operational efficiency of \$700,000/year. I encourage you to review the PowerPoint they shared with our [members here](#). It has a lot of details and statistics of how they achieved their goals and the process they took to make it a success.

### Testimonials:

- “Another informative tour put on by our local chapter. Not only did we get to see the finished result through the tour, but we got to hear where they started and HOW they got to the final “product”. A great story to hear and learn from.”
- “A great opportunity to learn how one of the newer premier corporate facilities in the Twin Cities went from a concept to design to new occupied space.”





# DEC. CHAPTER MEETING RECAP

## WELLBEING IS THE NEW BLACK

Author: Rhonda Small, RSP i\_SPACE



Our December Chapter meeting was presented by Nancy O'Brien, co-creator of Experience Happiness. The topic of discussion was **Wellbeing is the New Black**. Wellbeing is hot topic and Nancy gave us personal insight into what is happening around this topic and the importance of addressing this like an epidemic because it is a growing problem. But don't worry, at the end she brings it back to how you can find happiness with The Happiness Practice.

Nancy started with some startling statistics about how fast burnout is spreading in the workplace.

- 2/3 of full-time workers experience burnout on the job
- Those workers are 3 times more likely to quit from burnout
- There is a 46% increase in healthcare spending among our stressed employees

Our employees list these three factors as the top three reasons for stress on the job.

1. Not enough time in the day to get it all done
2. Lack the budget resources
3. Demands of the job are changing too quickly

Some of the common signs we see, and may express ourselves, are exhaustion, cynicism and inefficacy. Unfortunately, this stress is felt from top to bottom – at the organizational level, professional level and the personal level. We are taking this stress home.

So, what can you do about it? The Happiness Practice can help. Start with yourself because you need to be happy to understand how to help others be happy. Below are 5 quick tips to start the Happiness Practice:

1. **Be Conscious** – be aware of what you are doing and how you feel
2. **Honor Feelings** – make decisions that make you happy – without drama
3. **Release Control to Be Empowered** – do your best and let go of what you cannot control
4. **Go-Create What Works Now** – don't worry about the way things should be, look at how they could be
5. **Learn Life Lessons** – let go of beliefs from your past that don't bring you joy today

We are seeing first-hand the connection between wellbeing and performance, and the consequences of unhealthy stress, burnout and unhappiness. We, as leaders, can make happiness and wellbeing a priority. Be happy today – it starts with you!

To see the full presentation, please [click here](#) or login to our website and find all past presentations under the EDUCATION tab at the top and under Past Programs.

 <p>Smart engineering of roofs, walls, windows, pavements, and waterproofing</p>	<p>JOIN US FOR <i>Inspec's 14th Annual Technical Seminar</i> <b>Facility Condition Assessments - Planning for Future Needs</b> Minneapolis   March , 11 2020 Earle Brown Heritage Center 6155 Earle Brown Drive, Door #5 Minneapolis, MN 55430 <b>REGISTRATION FEE: \$40 per person</b> Contact <a href="mailto:jpopovich@inspec.com">jpopovich@inspec.com</a> or call (763) 546-3434 for registration</p>
	<p>Attendees will be able to submit for continuing education credits!</p> <p>Studies have shown that implementing an effective Facility Condition Assessment program to predict future maintenance needs and costs can have a 1,000% return on investment, reduce maintenance costs by 25%, and eliminate breakdowns by 75%!</p> <p><b>This Seminar will Cover:</b></p> <ul style="list-style-type: none"><li>• Best Practices for Implementing an Effective Facility Condition Assessment Program</li><li>• Accurately Estimating Construction Costs to Avoid Surprises</li><li>• Identifying and Managing Hazardous Materials in Buildings</li><li>• How Hennepin County Utilizes a Custom Facility Condition Assessment Program to Successfully Plan for and Manage their Large Portfolio of Properties.</li></ul>

		<ul style="list-style-type: none"><li>• Common Areas</li><li>• Entries</li><li>• Fitness Centers</li><li>• Manufacturing &amp; Warehouse</li><li>• Offices</li><li>• Parking Decks &amp; Garages</li><li>• Patios &amp; Decks</li><li>• Sidewalks</li></ul>	
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# Did you Know?


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For more info [click here](#)



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# ANNUAL GOLF TOURNAMENT



## SAVE THE DATE: July 14, 2020

Mark your calendars for our annual golf event this summer on July 14, 2020 at Legends in Prior Lake. Consider a sponsorship and/or putting together a foursome. Official announcements will be released in the upcoming months so watch your inbox. Warmer weather and summer will be here soon!



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# MEMBER PROFILE



RHONDA SMALL, FMP



## **Path to Profession:**

My career started down a very curvy road. I knew I liked buildings and space when I was younger, so I went down the path of architectural drafter. I enjoyed learning about buildings and understanding how they come together, but I realized early on that

I was not meant to sit behind a desk all day. So, I grew my educational resume to include property management and real estate. Another great educational opportunity that has helped my career but again, not really what I wanted to do. While on this path I coincidentally took a job using an IWMS software to manage occupancy and vacancy rates for a real estate group. I became fascinated with the data within a space and building. RSP saw my passion for the data and offered me a position at RSP. With the tools RSP provided over the past 9+ years and the experience and knowledge I have gained with working with incredible clients and colleagues, I have been able to advance my career at RSP to the current role of Director of RSP i\_SPACE.

## **IFMA Connections & Involvement:**

I joined IFMA about 9 years ago and was convinced to join a committee quickly thereafter. It was great advice because not only did I get to know members quite quickly, but I also better understood how IFMA functioned. I have since been involved in the Events, Programs, Communications and Academic committees as well as serving on the board both as a co-chair and as President. I have a lot of respect for this organization for what it does for the industry but also for the hard work that many volunteers put into it.

**How long an IFMA Member:** 9 years

## **Recently Completed Project:**

I recently helped a healthcare organization implement a project management process into their existing IWMS solution. I have a couple clients who have utilized this type of tool to track their projects and so it was fun to learn how another organization looked at project management and what was important to them. I was able to help them document their process and put it into a tool that simplified the process and gave them better data in real time.

## **Challenging Aspects of Your Job:**

The most challenging part of my daily job is delegating work and saying no. I am still learning that I can't do everything, but a big part of me still wants to make everyone happy. What I am learning, and is still hard for me, is that saying no and delegating work = makes everyone happy including myself. I like to say I am a control enthusiast learning to let go.

## **Family:**

I recently married my longtime boyfriend Garret over the Christmas break. We have a 16-year-old cat named Cally and she enjoys waking me up a couple times every night because she knows I'm the "weakest link" and will wake up.

## **Hobbies & Interest:**

The quiet side of me enjoys getting out into nature, bird watching and puzzles. The social side of me still enjoys sharing my knowledge around whiskey and wine with friends and colleagues.

## **Little Known Personal Fact:**

I am the middle of 6 kids – so if you ever wonder where I get my determination and spunk, you can ask my siblings how I found myself in the "pack".

## **Recent good read:**

"The Five Dysfunctions of a Team" by Patrick Lencioni is a great book to help you better understand how your team functions (or doesn't) and how to handle it. Patrick Lencioni has a great way writing books that tell a story with real examples that you can use. The first book of his that I read was "Death by Meeting" and I completely changed the way I run meetings because of the lessons learned through that book. His books are easy reads with good take-aways you can use immediately.



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# RECOGNITION

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## MEMBER ANNIVERSARIES

### 5 YEARS

**Mike Mingo**  
Palen Kimball

**Jeff Drews**  
The Goodman Group

### 1 YEAR

**Maureen Kearney**  
Fooda

**Peter Ritz**  
Cisco

**Nathan Belisle**  
Washington County

**Robert Root**  
AtmosAir Solutions

**Mark Lindquist**  
MN Dept. of Natural Resource

**Jennifer Fagerberg**

**Christine Butterfield, RPA**  
Opus Holding

**Becky Miller**  
Post Consumer Brands

**Nate Megard**  
tegrete

**Rick Mann**  
Better Building Data

**Ben Calendine P.E**  
Parsons Electric LLC.

**Diane Adams-Graf**  
Minnesota Historical Society

**Tim Redepenning**  
City of Lakeville

**Paul OBrien**  
Mohawk Moving & Storage

**Lewis(Trey) Poe, CFM**  
Legacy Hotel Group

**Kari Smith**  
Herman Miller

**Cris Moger**  
The Toro Company

**Matthew Monicatti**  
TruStone Financial

**Harry Dahlgren**  
Comcast

**Patrick Johnson**  
Dering Pierson Group, LLC



## NEW MEMBERS

**Christopher Adams**  
Graves Hospitality

**Doug Derendal**  
Advanced Construction Services

**Marcus Frana**  
General Mills, Inc.

**Scott Goodson**  
Prime Therapeutics

**Pat Groves**  
UCare

**Kristen Hanson**  
General Mills

**Brian Hennen**  
C.H. Robinson

**Shawn Jones**  
Integrated Building Solutions

**Paul Kelly**  
Integrated Building Solutions

**Elias Lemon**  
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**Mark McCabe**  
Sun Control Of Minnesota

**John Melson**  
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