



E X C H A N G E

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



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JUNE CHAPTER MEETING

Using Natural Spaces to Improve Employee Wellness

Natural spaces make a big difference for employee well-being. Benefits to an organization include increased productivity and creativity of employees while decreasing stress and related problems. Join us for an engaging webinar to learn more about the benefits of natural spaces as well as how facility managers can improve access and the benefits of natural spaces through site selection, design, and maintenance. You will also learn more about how company policies can support natural spaces as an important component of your organization's wellness plan.

[More on page 3](#)

UPCOMING EVENTS:



June Chapter Meeting
June 17, 2020



Annual Golf Tournament
September 29, 2020



Virtual Roundtables

PRESIDENT'S LETTER



Author: Laura Magnuson, CFM, Cushman & Wakefield

I don't know about you but as I'm writing this, I am officially COVID-fatigued. Although I won't be focusing this letter on COVID-19, or the impacts to our facilities and businesses, I want to express the pride I have in our chapter for how quickly the committees adjusted program and event offerings as well as communications to meet the new, virtual needs of today – transitioning traditional in-person programs to webinars and social offerings turned into virtual happy hours and coffee breaks. We have a great community of support within IFMA MSP and I hope your IFMA network, the IFMA Engage platform, and our Sponsors are providing you the outlets you need both professionally and personally through this unprecedented time.

As my role as Chapter President comes to an end, I want to say it has been an honor to serve IFMA the past two years. I've been lucky to work among so many engaged and passionate leaders in our industry volunteering as co-chairs and committee members supporting the success of the Chapter. I want to specifically thank Past-Presidents Greg Wood and Rhonda Small for their effort to drive focus on what we do well as a Chapter and discover what our membership needs from the Chapter, to combine our strengths and objectives to create valuable offerings. To our amazing members, thank you for supporting me and our Chapter. The relationships that have grown through my IFMA MSP involvement have certainly made me a better facilities manager.

We have a lot to be proud of within IFMA MSP but we need new industry leaders to step forward to drive our success. Please consider volunteering but most importantly continue to be an active participant in our Chapter. The connections made are certainly rewarding.



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



Executive Committee

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Laura Magnuson, CFM

VICE PRESIDENT
Jon Heaton

IMMEDIATE PAST PRESIDENT
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TREASURER
Chad Stout

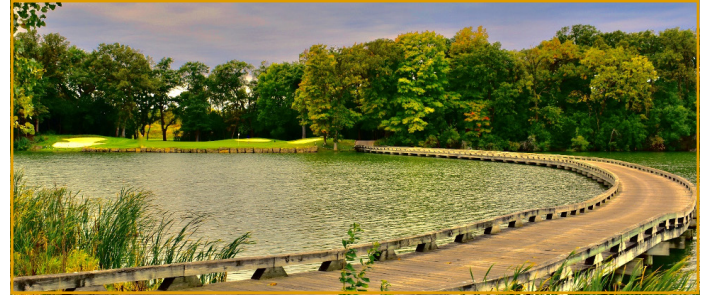
SECRETARY
Mark Chauvin

ANNUAL GOLF TOURNAMENT

SAVE THE *NEW* DATE: SEPTEMBER 29, 2020



Due to social distancing, we have officially moved our annual golf tournament to September in hopes that all of us are able to congregate safely in the fall. Registration and sponsorship opportunities are available now for our tournament at **Legends in Prior Lake**.



[Click here for New Golf Details!](#)

JUNE CHAPTER MEETING

USING NATURAL SPACES TO IMPROVE EMPLOYEE WELLNESS



Date:

Wednesday, June 17th

Time:

12:00 – 1:00pm

Cost:

- Members: \$20
- Non-Members: \$30
- Students: \$10

Register:

[Click here to register!](#)

MEET OUR SPEAKER:

David Motzenbecker, ASLA, PLA, ANFT– Founding Principal – Motz Studios —

David Motzenbecker is a Certified Forest Therapy Guide and a licensed Landscape Architect with 19 years of experience across varying project types. He is the Founding Principal of Motz Studios LLC. He holds a terminal MLA (Masters in Landscape Architecture) from the University of Minnesota’s College of Design, and is Certified through the Association of Nature and Forest Therapy Guides (ANFT). His practice focuses on reconnecting humanity and nature mentally, physically, and spiritually for the benefit of both.



MARCH CHAPTER MEETING RECAP



THE 'F' IN RFP STANDS FOR FUN!

Author: Rhonda Small, RSP i_SPACE

On March 4th, IFMA MSP hosted its last in-person chapter meeting with Vik Bangia, CEO and Founder of Minneapolis-based Verum Consulting at McNamara Alumni Center. Vik taught us how to leverage the creative expertise of the Service Provider community founded on transparency, trust, intellectual and a true partnership. His personal technique is a process called V.E.R.U.M.

V = Validate assumptions

E = Eliminate obstacles

R = Re-cast expectations

U = Unveil the new strategy

M = Manage the implementation

Vik has deployed this process to corporate real estate and FM clients in both case study and storytelling format. He aligned his client teams by addressing the Process, Timing, Outcome(s), Concerns and Proactive Action Plans that addressed issues as they arose.

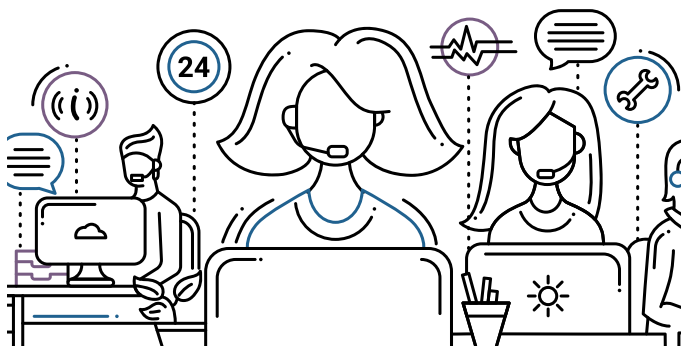
Then he used his unique approach created to create a “FUN” process. Some key parts of the process included collaborative, experiential pre-bid sessions with each prospective service provider, “reverse-engineering” the RFPs so that service providers felt they were a part of the process, adhering to realistic timelines that were respectful of time invested by all parties, establishing communication and reporting protocols between the service provider and the client, and many more.

But as Vik puts it, the “secret sauce” is the “tools and methods used to break down behavioral and cultural challenges that get in the way of strategic thinking”. You still need support from the C-Suite and good communication throughout the RFP process. But if everything is managed properly, you can avoid any imbalance or favoritism.

You truly can make RFP’s Fun Again! and Vik helped show us how. Read more online [here](#).



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APRIL CHAPTER MEETING RECAP

WORKING REMOTELY – STRATEGIES FOR SUCCESS

Author: Carey Brendalen, Alliance



April's virtual program, Working Remotely – Strategies for Success, could not have been timelier. Chrissy Scivicque, the founder of Eat Your Career, outlined working from home strategies. She began by noting that many of us have worked from home by choice; however, now we are “at home during a crisis trying to work.” Chrissy's presentation focused on four areas to enhance our ability to be successful while working from home: creating a work environment, video conference best practices, enhancing productivity, and the importance of self-care.

Using her makeshift home office as an example, Chrissy addressed how we should develop a work environment that conveys a sense of professionalism. The importance of establishing an orderly workspace, near WIFI, and separated from distractions, were all characteristics of a successful work environment. She concluded her home office tips by recommending that we keep a running “wish list” of things we might want to purchase if our work-from-home situation extends for a longer period.

Since the work from home order was mandated, our time spent video conferencing has exploded. Chrissy reinforced the importance of self-presentation; again, professionalism prevails. Dress and conduct yourself appropriately, consider what your audience is seeing, and use technology to your advantage. Your online image, including your sound quality and ability to use video conferencing technology, are now an important part of your brand and the brand of your organization. She also recommended this is time for compassion; give each other some slack as we all learn to use and adapt to new tools together.

With planning and deliberateness, our productivity working from home can increase. Your work from home routine should become a roadmap for your daily and weekly success. Commit to when work starts and ends, minimize distractions, and refuel and reset with regular breaks. Establish boundaries for both those you work and live with, as this will help align expectations, as well as reduce anxiety and stress.

Chrissy finished with the importance of self-care. If you are working from home, you are one of the lucky ones. With that said, working from home can be stressful due to the blurring of work and home responsibilities. She concluded by reinforcing positive habits around sleep, diet, exercise, and social connectivity as ways to be our best with those we work and live with.

[To see the presentation, click here!](#)

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MAY CHAPTER MEETING RECAP



GETTING BACK TO WORK

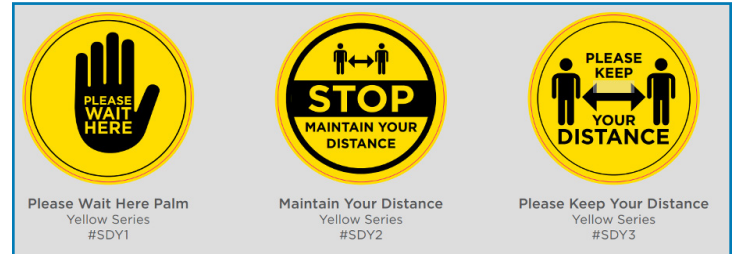
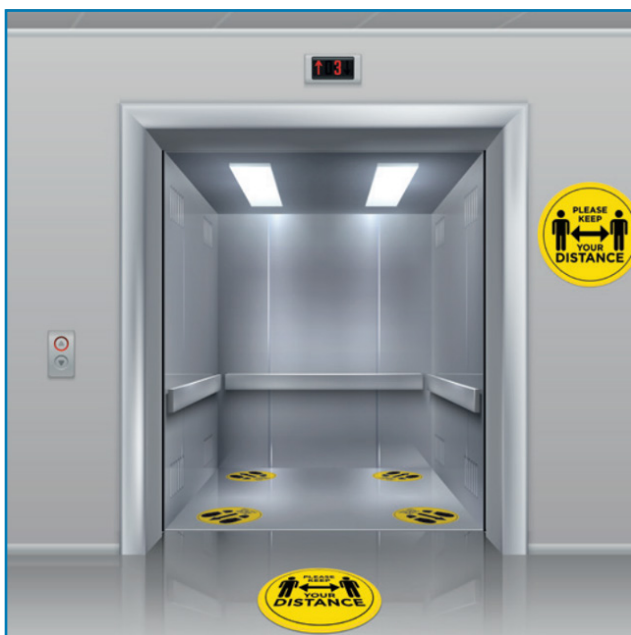
Author: Rhonda Small, RSP i_SPACE

On May 6th, we held another successful virtual chapter meeting. We had an industry expert, Brandon Tenney with SOLID, talk about sanitation and disinfection procedures, as well as local Facility Managers, Elias Lemon and Mike Thorson with Be the Match, who are implementing new best practices and strategies for bringing people back to the office.

We started the presentation talking about some hard facts about disinfection with Brandon. Step one, make sure you deep clean before disinfecting. There are two different procedures that should be used together to get rid of germs. There are multiple different disinfection methods to consider:

- **Hand spray and wipe** – proper dwell time is critical and you risk missing areas and cross-contamination.
- **Electric sprayers** – more abundant than Electrostatic sprayers but you need to spray at multiple angles to ensure coverage.
- **Electrostatic Sprayers** – safe for use on electronics such as keyboards and removes the possibility of human error in the application.
- **UV-C** – also removes the possibility of human error (no touch) and confirmed to be effective in eliminating the virus.

In the end, make sure your space looks and smells clean. Your employees will feel safe if it feels safe.



Mike and Elias then went through a thorough discussion of what they are doing at Be the Match by showing the actual process they went through to define their Return to Work process. They started by using Cushman Wakefield's Safe Six Framework. They talked through how they were preparing the building with a partnership with SOLID and creating HVAC strategies. They also talked about preparing the workforce by mitigating anxiety through training and communication for confidence. Their details included mail that is now scanned and sent to the recipient and floor plans that clearly indicate open spaces, available seats and sanitation stations. Social distancing is part of the plan along with controlled access and a revised cleaning schedule that is communicated through their phone system. A big thing to note through this entire process is how FMs are going above just facility management, they are helping the culture, communication and research for all of these efforts.

Mike, Brandon and Elias all helped share valuable information about what it really takes to open your office back up and get people back to work. Please check out their presentations and see how they are making this work in real life [here](#).

MEMBER DUES GRACE PERIOD



Being connected to your professional community will be more important than ever in the months to come. In addition to a global network of colleagues, you're supported by a highly dedicated staff and volunteer leaders who are focused on providing current, quality resources to help you lead and manage change, advance your career and face challenges head-on.

As we navigate the many changes and unexpected moments of the last few months, we know that many of you will also be coming upon your renewal notices for membership dues. This is a reminder that IFMA has a 60 day grace period regarding membership renewal. This is standard for all members. Due to the COVID-19 pandemic, the 60 days grace period has been extended to 90 days.

For more information, view the HQ membership [page here](#).

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VIRTUAL ROUNDTABLES

IT'S CATCHING FIRE!



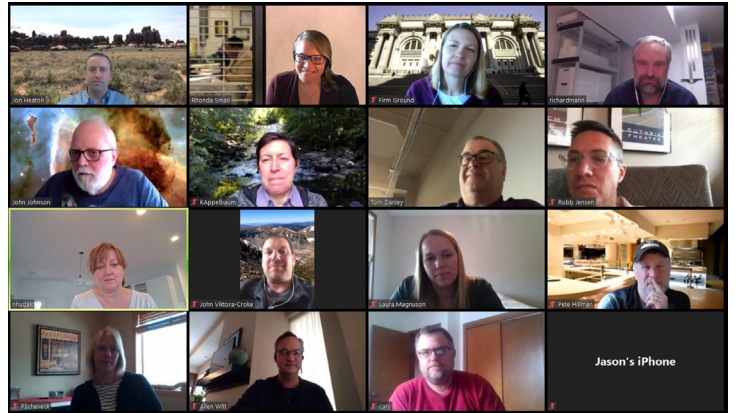
IFMA Virtual Roundtables are the place to be to learn more about the HOT TOPICS that surround our days. Come join the discussion!

In this open forum our colleagues are sharing best practices for reopening their business and keeping people safe from COVID-19 as we return to the office. They are exchanging ideas with peers and experts in their fields and more! This is an open conversation around a specific topic that we discuss as a group, share ideas, and leave with helpful takeaways!

You can plan for these 30-minute Virtual Roundtable forums to take place on the second and fourth weeks of every month throughout the summer via ZOOM.

Watch for the calendar invitation which includes the topic for the week and a ZOOM link to join the conversation. You can also find information for the roundtable discussions on the IFMA MSP chapter [website](#).

Hope to see you there!



[Click here to view the calendar!](#)

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IFMA HQ EDUCATION WEBINARS



IFMA HQ is providing educational webinar opportunities throughout the summer for all in the facility management field. Take a look at some upcoming webinars, and [click here](#) to see their full schedule.

- **Wednesday, June 17**
[Prevention through Design – How Facility Managers Can Have a Stronger Voice in Safety](#)
- **Wednesday, June 24**
[Finding the One: Identifying Future High Performers and Laser-guided Talent Development](#)
- **Wednesday, July 15**
[Super-Charged Project Planning & Partnering](#)
- **Wednesday, July 22**
[Developing an Effective Customer Satisfaction Question for Building Occupants](#)

84% of employers state that IFMA education increases the collective FM knowledge of their organization.



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MEMBER PROFILE



KAREN APPELBAUM - OPERATIONS DIRECTOR, NORTHWEST AREA FOUNDATION



Path to Profession: The first decade of my career was spent planning and running game day operations for college athletic departments and professional sport organizations. After realizing my passion for sports didn't have to also be my vocation, I transitioned to 'talking trash' all

day by managing the recycling and solid waste needs of retail and restaurant chains across the country. From there, the varied roles within facility management and the chance to work towards reducing poverty and building prosperity brought me over a decade ago to where I am today at Northwest Area Foundation.

IFMA Connections & Involvement: I joined IFMA in 2011 after reaching out to John Ewine, who was Chapter President at the time, to learn more about the Chapter. For the past five years, I've been a member, and at times a Co-Chair, of the Membership Committee.

How long an IFMA Member: Approaching 9 years.

Recently Completed Project: While not completed yet, an ongoing project I am leading is to make our office space more inclusive and accessible for all. We achieved a milestone earlier this spring of drafting a roadmap which identifies and prioritizes the initiatives to achieve our goals. The pandemic caused the implementation to be delayed.

Challenging Aspects of Your Job: Choosing where to focus my time on professional development. It is a privilege to work for a Foundation that values learning and a growth mindset. I am so grateful to have the resources to increase my knowledge and improve my skills in any number of aspects related to my role such as facility management, technology, business continuity, information governance, and leadership). The challenge is picking what should be my focus any given year.

Family: My spouse and I have two teenage daughters, along with three black Labrador dogs.

Hobbies & Interest: In addition to sports, I enjoy walking and biking, being in nature, cooking, and tackling Sudoku puzzles.

Little Known Personal Fact: As a transplant to the state in the 1990s, whenever I meet an original Minnesotan, I get asked if I am related to Sid Applebaum who was the owner of Applebaum's grocery stores and then Rainbow Foods. While pronounced the same, our last names are spelled differently. Although we are not related, I wish I would have had the opportunity to meet Sid before he passed away because everyone speaks so highly of his character.

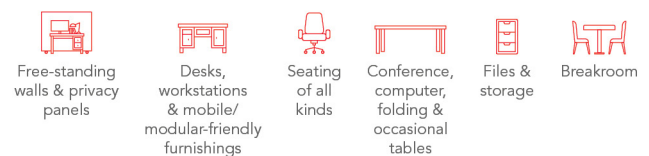
Recent good read: *The memoir Haben: The Deafblind Woman Who Conquered Harvard Law* by Haben Girma. Haben's life is a great example of the proverb "where there's a will, there's a way".



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Lifetouch/Shutterfly

Mary Kay Forrest
Frauenshuh

15 YEARS

Douglas Fischer
Polaris Industries Inc.

5 YEARS

Kelli Benner
Ridgeview Medical Center

Thomas Bravo
St. Louis Park ISD

Mark Chauvin
Wiss Janney Elstner Associates

Andrew Kohlmeier
Polaris

Julie Leiferman
Schwickert's Tecta America

Jamie Vogt
Federated Mutual Insurance Company

1 YEAR

Cindy Bach
Be The Match

Michele Chamberlain
Affinity Plus Federal Credit Union

David Clifford
WuXi AppTec

Shawn Cross
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