

**INTERNATIONAL
FACILITY
MANAGEMENT
ASSOCIATION**

Greater Triangle Chapter of



P.O. Box 3451 • Cary, North Carolina 27519

Vol. 6, Issue 9 • September 2007

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Welcome

We hope you will take a few minutes to review this newsletter as representative of the activities of our Chapter. The Greater Triangle Chapter of IFMA includes over 185 active members representing facilities large and small and facility products and services in and around the Triangle.

The Board of the Greater Triangle Chapter of IFMA extends an invitation to you to join us and hope that you find professional growth through the opportunities provided by the Chapter.

September Monthly Meeting

The September luncheon and meeting will be held in the RBC Center on Wednesday, September 12, 2007. The meeting will begin with networking at 11:30 a.m. and will continue with lunch and program through 1:00 p.m. Our presentation called "You're The Manager, Now What?" is an insight into organizational behaviors and leadership skills that help a facility manager succeed. Discover how understanding concepts of behavior and key leadership skills can motivate and empower your staff to be on the cutting edge and help make your organization more successful. Hear how these skills will allow you to create buy-in from your staff that will ultimately lead to the achievement of your company's objectives. Tim Parker and Toby DeForge, both employed by Research Triangle Institute, will lead the presentation and discussion.

DIRECTIONS TO RBC CENTER:

From Raleigh Beltline: take Wade Avenue (Exit #4B), and then take the exit onto Edwards Mill Road. Follow signs to RBC Box Office entrance.



The front desk security guard will direct you to the Varsity Room.

From RTP and points West: take Rt. 40 East toward Raleigh, then take Wade Avenue (Exit #289), then take the exit onto Edwards Mill Road. Follow signs to RBC Box Office entrance. The front desk security guard will direct you to the Varsity Room.

For information on meeting Sponsorship opportunities, please contact Renee Jarvis at rjarvis@mckinney-silver.com or 919-313-4240.

**Past Meeting Review
August 8, 2007**

Last month Jean Braun, President and Board Member of Project Management Institute (PMI), spoke to our chapter about basic Project Management skills and the requirements needed for a successful

project. Ms. Braun reviewed the PMI vision and the impact of Project Management. If you would like a copy of the presentation, please contact Renee Jarvis at rjarvis@mckinney-silver.com.

President's Message

By Michael O'Brien, CFM

Facilities Management professionals are customer service driven by nature. Our work is service oriented and requires a focus on work requests driven from responses to needs, but often times a great facilities group meets the needs of the customers in advance of the request. In order to meet that need in advance, the facility manager must be proactive and understand where those needs are, but also be willing to identify any weaknesses in their customer service profiles as well. This ability to look inward with an open outlook is what distinguishes great facilities organizations.

Our Greater Triangle Chapter of IFMA is no different than a facilities group or company and we often are looking inward at how we can work better. I wanted to focus on one area in this month's newsletter. The chapter officers and committee chairs are excited at our growth and the level of interest coming from new members. We continue to show steady growth with new members joining each month. As we continue to grow the chapter, the way we welcome and engage new members continues to be a challenge. New members continually comment on how welcome they felt upon joining (a great attribute for our chapter). Our Membership committee chair, Toby DeForge and other board members attend the quarterly new member breakfasts which allow for a less

formal introduction to the chapter and its officers over coffee and bagels. These breakfasts have been well received from those that have attended. As we look inward at our operations however we will always focus on how we attract and retain members in the chapter. New member introductions are the first opportunity to impress and introduce our chapter to others.

I want to thank you for your efforts associated with including new members and ask you to continue in that area. If you see a new face, please introduce them to your acquaintances at our monthly meetings or surprise them by inviting them to sit with you for lunch. I continue to be impressed not only with our monthly meeting attendance numbers, but also in the variety of people that attend which creates constant new opportunities for networking – one of our greatest strengths as well. We would love to formalize the buddy program that informally occurs now. If you are a member interested in helping new or prospective members become acquainted at a chapter meeting, please contact me or Toby DeForge at our phone numbers on the front of the newsletter.

We also continue to receive new interest from chapter members wanting to step forward and the board is preparing to announce expanded offerings towards committee work that will require a more

Attention Associate Members!

Do you have relationships that could benefit our IFMA Chapter? The answer is **yes**. Can you help grow our IFMA Chapter? The answer is **yes**. Are you asking how? As an associate member and service provider the relationships you have with your clients could benefit our Chapter. As an organization IFMA's mission is to focus on education, networking, and leadership to further develop the core competencies of the facilities profession. If we combine your relationships with our mission the answer is simple – invite a professional client who is not currently a member of IFMA to a monthly meeting. You will not only support the mission of the Chapter, but show your client how interested you are in furthering the facilities profession. So pick up that phone and invite a client to join you at the September or October meeting.

Heather Denny, Associate Liaison to the Board
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dedicated effort from more members. I ask those that are interested to step forward and help in those areas identified. Contact me or one of the committee chairs to help out.

Our growth brings new opportunities for helping out even in some small way. You will find the tasks relatively easy, but the rewards far outweigh the efforts and your contributions are truly appreciated.

UPCOMING EVENTS AND ANNOUNCEMENTS

Members of the Year – 2006/2007

Each year the Greater Triangle Chapter of IFMA recognizes an outstanding Professional and Associate member who have distinguished themselves by providing exceptional and sustained support to the Chapter and the facilities profession. Recognized this year for their outstanding actions are David Sielaty and Rick Croom. Congratulations to them both!



David has been a professional member of IFMA since 1997. He has been extremely active in The Chapter serving in numerous committee roles, as a member of the Executive Board and ultimately as Chapter President in 2005. David continues to make significant contributions to the Chapter in his role as Immediate Past President.



Rick is President of Exterior Diagnostic Services. He joined IFMA and the Greater Triangle Chapter in 2003, and has been a strong supporter from the beginning. Rick

has helped sponsor the Chapter Holiday events and golf tournaments each year since becoming a member. He has served on the Golf Tournament Committee for three years. Rick and his company can be counted upon to help in any endeavor.

Feature Article

Continued from August issue...

This month's article is part two of three of a paper written by Past President **Jeff Martin** and professional member **Tim Parker**. It is the basis for the educational session "You're the New Manager, Now What?" which will be offered at World Workplace 2007 in October. Enjoy and stay tuned for part three featured in the October publication.

Introduction

This three part series provides an insight to organizational behaviors and leadership skills that help a new facility manager succeed. Understanding the concepts of organizational behavior along with key leadership skills can help put your FM organization on the cutting edge. The ability to understand what motivates your staff and how to empower them will help make you and your facility management organization successful. This knowledge in leadership and motivation will allow you to create buy-in from your staff that will ultimately lead to the achievement of your company's objectives.

Part Two: Motivation

A key to achieving results through others starts with an understanding of motivation. With this knowledge, a leader can tailor a message so that it aligns with the person's motivational state. It is important to note that each person is different and could perceive the same message in a variety of ways. A leader needs to understand each employee's motivation and use that to help the employee be the most productive.

A well known theory of motivation was developed by Abraham Maslow in the 1940s and can still be used today to understand motivation. Many business courses, training classes and personal development programs teach this theory to new managers.

Maslow's Hierarchy of Needs is based on five stages. The five stages range from the basic needs of food, water and shelter to personal fulfillment. Between the minimum, basic needs and the highest level, are safety, belongingness and esteem. The overall concept states that a person typically

navigates through the hierarchy one step at a time and cannot move to the next level until the needs of the lower level is met. For example, a person will not worry about security needs if they do not have food or shelter. Once a lower need is satisfied, a person can start moving to a higher level which covers influence and personal development needs. A person can also move down the hierarchy. For example, if a person is operating at a higher level and a lower level need goes away (trouble at home), the person is no longer concerned for satisfying the higher needs and will concentrate on meeting the lower needs.

Maslow's Hierarchy of Needs

- Self-Actualization – personal growth and fulfillment
- Esteem needs – achievement, status, responsibility, reputation
- Belongingness and Love needs – family, affection, relationships, work group
- Safety needs – protection, security, order, law, limits, stability
- Biological and Physiological needs – basic life needs (air, food, drink, shelter, warmth)

This needs theory is a good way for a leader to recognize that people in the same positions are motivated by different things. One person may be motivated by money; another may be motivated by recognition or just being a part of the team. If you compare this to the hierarchy, the person that is motivated by money is probably operating at a lower level of the hierarchy and is trying to satisfy a basic need. The person at the higher level may already have a nice house and enough money, so they will tend to look for more meaning in their work than just money. In addition, your management style may change for the employee that is having trouble at home because you understand that you cannot motivate a person to achieve their goals if they are concentrating on their belongingness and love needs.

How does this apply to leadership? Understanding where an employee is in the hierarchy can impact the way you interact and lead a person. For example, a small monetary bonus may go a long way for increasing the morale of one employee, whereas recognition in front of a group for a job well done could be more meaningful to the employee that does not necessarily see the small monetary bonus as a reward.

Watch for part three in the October issue.

UPCOMING EVENTS AND ANNOUNCEMENTS

More Congratulations...

The Greater Triangle Chapter of IFMA congratulates Nathan Wade as the recipient of the 2007 IFMA Foundation Scholarship. Nathan's outstanding academic performance and achievements have earned him this distinguished award. The award will be presented by our Vice President, Denise Johnston, during the 2007 World Workplace ceremonies in October.

Volunteer Opportunity...

The Chapter needs volunteers – members, family, and friends – to join us **Saturday, September 15th** to show our commitment to the community. We will be at a deconstruction site – how exciting! Habitat will announce the specific location in the coming weeks, but it will be in either Raleigh or Cary.

No experience necessary. And you don't have to bring tools. You can work all day, or choose a shift that works best for you: morning shift (8:30 a.m. – 12 p.m.) or afternoon shift (12:30 p.m. – 4 p.m.).

Email Renee Jarvis (rjarvis@mckinney-silver.com) if you are interested in volunteering. Remember, family and friends are welcome!

For more information on Habitat for Humanity of Wake County visit <http://www.habitatwake.org/>.



Member Profile

Connie Turlington joined the Greater Triangle Chapter of IFMA in June 2005, as a way to get in touch and stay in touch with other local facility managers. Connie has a undergraduate degree in chemistry from Meredith College and a Masters degree in analytical chemistry from NC State University...so she became a facility manager?...what? After about 10 years as a chemist, she ended up with an opportunity to get involved in safety management and soon decided that she liked safety a lot better than being a chemist. As the safety manager for Reichhold, Inc., a chemical manufacturer, she was responsible for the safety processes for their chemical R&D labs, manufacturing plants and corporate headquarters. After many years the "other duties assigned" part of her role began to grow. She soon assumed responsibility for more areas of the corporate service functions such as building maintenance, space planning, copy center, cafeteria, records retention, shipping/receiving, security, etc. When it didn't fit anywhere else, her team functions grew. That's how she ended up in the FM profession. Connie joined Misys Healthcare Systems, a software developer for the healthcare industry, in 2004, as the facility manager for their local office in Raleigh. The primary focus for her team is on the operations of the facility. She has been involved in several renovation and construction projects in Raleigh and regional sites around the country. The most fun and challenging project was assisting with the construction and occupancy of their new building in Tucson, Az. The project included moving 500 employees and decommissioning two 20 year-old facilities which proved to be quite a learning experience. Connie is a native North Carolinian from Nashville, NC, and when she's not working, she enjoys spending time with her husband, John and kitty, Abbey. They both like to travel, usually to tropical locations and also continue to support the Wolfpack and NC State Sports.



Welcome New IFMA Members

Please welcome the following new members who joined our Chapter in July 2007:

- **George H. Kirschmann**, Owner, George H. Kirschmann, Architech
- **Robert Rogalski**, District Manager, AlliedBarton Security Services





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*The Greater Triangle Chapter of IFMA offers several levels of sponsorship for companies interested in supporting the organization. These recognized member companies have demonstrated a significant level of commitment to the Chapter. For more information on sponsorship opportunities and their associated benefits, please contact the Associates Member Liaison, Heather Denny at: 919-832-3770
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International Facility Management Association

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