



SEATTLE NEWS

The Newsletter of the Greater Seattle Chapter of IFMA
IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE!

SPRING 2012

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Our Mission

The Greater Seattle Chapter is a professional organization dedicated to advancing and promoting the facility management profession through informational and educational interaction.

FM Storytelling

by Jyoti Patel

At the March IFMA Seattle Educational Symposium, I was asked to present on Storytelling, something I am very passionate about. I have personally sat through many sad and boring presentations in a wide variety of professional settings. A few years ago, I sat through an executive presentation where 2500 employees from an organization were gathered in a single room for the first time. It was a huge investment of resources, with employees transported in a fleet of leased buses to a downtown location. The presentation itself fell flat, and I remember feeling the rush of disappointment at the lost opportunity to inspire people who were desperate to hear something meaningful. This is what compelled me to study story at the graduate level and what drives my passion not just for storytelling, but also making amazing presentations

When you hear a story that hits you at an emotional level, things happen in your brain that help you remember. The amygdala, the part of your brain that processes emotion, is connected to the cerebral cortex and helps you associate emotional triggers as well as sensory triggers with the content that you are remembering. So the power of story is two-fold. Firstly in using the power of describing our senses: images, sounds, smells, tastes, we help our message stick. Then even more powerful, is making people feel something! That emotion will help your message stick even better. There are certain emotions we can all relate to, think of them as universal truths of humanity. These emotions act like tuning forks, people will resonate with them if you share them. Steve Jobs and Apple get this. They have been very profitable by using emotion in support of their business..

The truth I get people to resonate with is the truth of horrendous presentations. "Death by PowerPoint". That is a truth that often hits people where it hurts.

How about you - what is the truth you want people to resonate with?

IFMA asked several FM members to share their "Who am I" and why did I become a Facility Manager. The following are stories from Peter Renner, Lynn Clark and the IFMA Seattle Chapter President, David Longmire. We hope you enjoy them and assist you in thinking about what your story is. Who are you and why?

President's Message, My Story

by David Longmire, CFM



My Story...How did I get where I am as a Facility Manager? It has definitely been an unexpected journey, how I got from there to here.

I grew up in the Pacific Northwest, but my professional career started with a military medical background, as a medic in the Army - Special Forces. The Special Forces medical program was the predecessor to the Physician's Assistant profession of today. The program influenced my original intent for medical school. However, towards the tail end of college my military experience led me to the Middle East to work as a medical provider on a construction project as part of the Camp David Peace Accords between Egypt & Israel.

Though I was getting to do what I loved, my mother's death brought me back to the states three years later. Since I was "on" a construction project in the Middle East, I was somehow thrown into the industry in Alaska just as the Trans-Alaskan Pipeline was wrapping up and oil was beginning to flow.

- Special Forces – Facilities, not very closely connected.
- Medical provider – Facilities, not even...
- Construction – Facilities, well at least it sounds like a similar direction.

The oil economy crashed when our Alaskan company was just about to open a second office in Portland. A couple years later I was asked to head up opening the new office and chose Seattle instead. One of our key client prospects was the Navy, primarily in the South Pacific. However, a few years into the Seattle market our company split and I found myself working more in the Tenant Improvement, Facilities arena.

I enjoyed Construction and Project Management, but the Facilities challenges seemed to draw me in, even though I was still primarily working the construction end of things. It was at this time, out of the blue I was offered a position as a Facilities Manager, which quickly led to another opportunity as a Regional FM.

A few years later I decided to look at this Facilities "thing" a bit closer. Find out more about this industry, and educate myself in this industry. At that time I had an absolutely amazing assistant FM who had come from the Admin world. She steered the two of us towards IFMA, which became a life altering decision.

Dumber than I look, I immediately got involved as I needed to improve my level of knowledge to align more evenly with my pitiful looks. After a couple years working on committees I was asked to be involved in chapter management, another life altering decision. I began to meet people I would not have had the opportunity to meet. I was asked to be involved in opportunities I would not have known existed. I was asked to consider job opportunities that would never have been offered. All this occurred because of my involvement in IFMA.

President's Message, *continued*

by David Longmire

I often wondered if I made a mistake going to the Middle East rather than medical school. Yet the life experiences I have enjoyed in Facilities are pivotal to not taking that step. The decision led me to a profession I absolutely love. Over the past few years I have been offered positions in the construction industry, I have been offered project management opportunities, yet my joy seems to stem from what I do best, Facilities Management.

I'll spend the last years of my career as an FM and often wish I would have started 10 years earlier. I have even enthusiastically tried steering my two college bound children towards Facilities Management knowing the enjoyment, opportunities and rewards it has brought me.

Most of us have come from diverse professional fields before entering facilities management. I believe most of us have stayed because we found a profession we enjoy. It's too bad we were not provided the opportunity for a college degree in our field 10-20 years ago when some of us first entered the Facilities Management field. Hooray for those lucky individual's now given the opportunity to choose the FM degree program as they enter into their college life.

What is your story?

Lynn Clark, CFM, FMP, LEED AP BD+C - My Story

I was a frequent builder as a child. My forts ranged from an underground structure that included running water (diverted from a nearby creek), to tree top perches with ropes or a single plank walkway, to structures built of giant ice blocks to a yurt abode of hand stitched burlap, plastic and bamboo sticks.

My BFA is in Interior Design with a minor in Management. I worked corporate interiors for about 5 years where the scope of service included space planning, specifying office systems, negotiating terms and scheduling installations. The lure of freelance and contract work led me to experience creating environments and scheduling crews and equipment for video/film, retail display, special events, advertising and still photography.

When contemplating further studies, I considered project management. Then I read and re-read the course offerings through the U of W on line FM certificate program and was intrigued by the diversity and breadth of material covered. I applied for the U of W program and for a Sustainable Adviser certificate program. To my surprise, I was accepted into both programs and was thrilled by the challenge. I discovered IFMA a few weeks into my FM studies and joined as a student member. It was important to learn about the field from those actively engaged, so I attended the Educational Symposium. I soon was volunteering on the Education Committee.

During the U of W program we were required to identify a mentor to work with during the final quarter. I reconnected with a former employer, an Architect working as a Project Manager of Capital Campaign projects through the Facilities department at a private university. It was wonderful to work again with this former employer, who offered me a position upon graduation. I experienced the variety of roles within FM and saw the positive impact of those in the FM field.

Peter Renner, CFM - My Story

People often ask “How did you get into the exciting world of facility management”? Depending on how far back you want to reach for motivation, the answer would be either:

- Jimmy Carter, and
- Ted and Marty, and/or
- Dick Gleason, and/or
- Russ Wagner.

Jimmy Carter because the economy went into the toilet on his watch, effectively desiccating my young home building company.

Ted and Marty, our 1-and-3½-year-old (at the time) sons. They had an expectation of three squares a day and the occasional toy.

Dick Gleason, who actually hired me as a facility maintenance specialist at TSR Incorporated in Lake Geneva, Wisconsin. I was obviously over-qualified for the position, but in fact, later developments strongly suggest that the main reason he hired me is that he owned some lakefront rental properties in the area that needed a ton of work. So he tested me out on company projects and when he was convinced I was fully capable, “offered” me the side work. And make no mistake, I was very glad to have the extra work after the economic drought we went through.

Russ Wagner came aboard as my new boss and insisted that I join IFMA and the local chapter. And that is really what set me on the proper course to facility management fame and fortune.

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Member Spotlight

John Benny, CFM

Senior Start Up Project Manager

Amazon Fulfillment

by Annette Bailes, CFM

John is a true Seattle native, having been born and raised in the Ballard area of Seattle, graduating from Ballard High School, the University of Washington (B.S. - Mechanical Engineering), then a Masters of Business Administration from Seattle University. Most of his career has been in the Seattle area, with a short stint in Ohio.

John joined IFMA around late 1991, as he recently celebrated his 20th year of IFMA membership. He joined IFMA to complement his FM knowledge, and to network with peers and subject matter experts. John finds one of his biggest challenges to be making the case for a long term view of facilities as an investment versus the short term view and “going cheap.” One of his favorite attributes about this career path is the constant variety of work, and the continued progression of technology over the years, especially the more recent years.

Lifelong learning and continuing professional development is important to John, so the CFM designation was a natural addition to his formal training and jobs at the time. He believes receiving the CFM designation establishes credibility not only to those within the FM community but to those not familiar with the practice of FM. The preparation and practice required for the designation help make you a better FM, and distinguishes those that receive it from others that may have facilities in their title or experience.

John has served as both Scoutmaster and Cubmaster at various times in the Chief Seattle Council of the Boy Scouts of America. He has served the Seattle Chapter of IFMA as Education Committee chair, Vice President, and President, as well as serving on a Manufacturing Council as their Vice President and President. Additionally, he has served as an Advisory Board Member of the Facilities Certificate Program at the University of Washington, and as an Adjunct Professor in the Northwest University Graduate School of Business. Those that know John consider him a great FM resource in our area.

With his wife, Dixie, he has three children and five grandchildren. He enjoys cars – and if you’ve seen his cute Mini Cooper, you can get a big clue on this – and model railroading, for which he has been a member and Past President of the Mount Rainier N Scale Model Railroad Club.

IFMA FMP and SFP Credentials Programs Coming to Seattle Area!

Renton Technical College recently completed arrangements with IFMA to become a licensed provider of the Facility Management Professional (FMP) and the Sustainable Facility Professional (SFP) Credential Programs in the Seattle area. The first session of the FMP series is tentatively scheduled to begin in August of this year. The first session of the SFP course is tentatively scheduled to begin in November as well.

Renton Technical College (RTC) is one of 34 colleges in the State of Washington operated by the State Board of Community and Technical Colleges. RTC provides training, retraining and upgrading for persons seeking marketable skills. Specialized programs are currently available in Commercial Building Engineering, Construction Management, Engineering Design Technology, Land Surveying and Project Management. These programs will provide a complimentary and supportive program base for the addition of Facilities Management to the curriculum.

“IFMA’s Facility Management Professional (FMP) designation is a knowledge-based credential that will help to accelerate an FM’s transition into the profession and demonstrate a proven comprehension of the basics of facility management. It is ideal for:

- Early-to mid-career facility management practitioners seeking enhanced knowledge and skills.
- Individuals who are transitioning into the FM profession.
- Related-industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- Students entering the profession from colleges, universities, certificate or technical programs.”

“IFMA’s Sustainability Facility Professional (SFP) is designed for all FM and like-minded professionals with an interest in sustainable practices. SFP candidates will need a foundational knowledge of facility management to successfully complete the program. The SFP credential is ideal for:

- Facility management practitioners with a baseline of FM industry knowledge.
- FM professionals with proven experience transitioning into sustainability related positions.
- Related industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- FMs and FMPs interested in expanding their depth of expertise in the area of sustainable facility management.”

(Source: IFMA)

Further details will be available soon on the IFMA Seattle website, www.ifmaseattle.org

For additional information please contact Robert Blakey, blakey.y@ghc.org, 206-988-2727.



Museum of Flight Tour by Christopher Dawe

The January Chapter meeting included a presentation focused on the new Charles Simonyi Space Gallery which will house the soon to arrive Space Shuttle Fuselage Trainer. The Trainer is the only full mock up of the Shuttle in existence and will be making its way to The Museum of Flight in pieces on board NASA's "Super Guppy".



We were able to tour the Gallery early and viewed a temporary exhibit on the future of human spaceflight and a preview of the permanent exhibit being developed around NASA's Full Fuselage Trainer. The trainer is due to arrive in May/June 2012 and is scheduled to be assembled by mid

Experience Music Project Tour by Laurinda Steele

EMP hosted the Seattle IFMA Chapter at our April meeting. Lee Richards provided an excellent introduction of "The Story of Rock." EMP has undergone an aggressive program to minimize their electrical use by changing all of their lighting to LED lights. Following the introduction the group was divided and we were able to visit the back of the EMP, the physical power plant that runs the Museum and also visit the exhibits including the newest exhibit Avatar.



SAVE the Dates!



If you were not able to attend a Seattle IFMA Monthly Chapter meeting in the first quarter you missed some great programs and tours. January was The Museum of Flight; February a sold out tour of the Bill and Melinda Gates Foundation and in April another sold out tour of the Experience Music Project.

Be sure you are on the email distribution list to receive meeting notices and sign up quickly as space is often limited.

Upcoming meetings and membership events include:

May 23rd:
Redhook Brewery Tour, Tasting & Social Networking

June 12th:
Cedar Grove Compost – Everett Plant

August 14th:
Member Recognition Boat Cruise

Bill & Melinda Gates Foundation Tour

by Annette Bailes, CFM

The February chapter meeting included a tour of the recently opened Bill & Melinda Gates Foundation Headquarters in Seattle, and highlighted the many environmentally progressive attributes that it possesses. Several staff members provided an informative tour that better explained several design facets of the building and its architecture. Sustainability was forefront in design and furnishings chosen for the building (inside and out) to show their commitment to the environment and the people they serve.



The Foundation serves three major areas in their grant programs: Global Development Program; Global Health Program; and United States Program. Because their programs reach around the world, their staff have flexible office hours in order to serve the locations they are assigned throughout the world. Even though the building is very new, they are thinking ahead and have plans for future expansion and how new buildings will be incorporated into the current property.



MARK YOUR CALENDAR

15TH ANNUAL (and possibly last) IFMA SEATTLE 2012 GOLF OUTING

SEPTEMBER 12, 2012

“End of the World 2012 Mayan Doomsday”



It is with a great deal of pleasure that your IFMA Golf Committee announces that the **15th Annual Greater Seattle Chapter IFMA Golf Outing is scheduled for a 1:00pm. shotgun start Wednesday, September 12th, 2012.**

This year's event will again be held at Redmond Ridge Golf Course in Redmond.

THIS YEARS EVENT WILL BE AN AFTERNOON START AT 1:00PM

Last year's IFMA Golf Outing at Redmond Ridge was a huge success, selling out weeks prior to our event, just as our event has for the past 14 years. This remarkable record of success is due to you and your organizations' continuous support.

In 2011, golfer participation and sponsorships netted over \$6,000. Proceeds will be used to provide local scholarships and support the Intern program within the Chapter. We also contributed to the IFMA Foundation and the Northwest Children's Fund, with the remainder going to support our chapter operations. To date we have netted over \$125,000 with our Golf Outings.

This year, the IFMA Greater Seattle Chapter Executive Board intends to distribute the proceeds in a similar way. With our "End of The World Doomsday" theme and increasing education costs, it's important to recognize that scholarships are needed now more than ever. Many of our own chapter colleagues have benefitted from programs, events, and training that they could not otherwise afford to attend. Tax deductible sponsorships are available and will ensure these recipients' continued participation.

Registration and Sponsorship forms are available online at www.ifmaseattle.net.

Your IFMA Golf Outing Committee thanks you for your past support and we're looking forward to seeing you again this year at **Redmond Ridge on Wednesday September 12th at 1:00pm**. If you have any questions regarding sponsorships, please contact Dan Maus at (206) 714-8900, or Rick Knight at 253-224-3756. Registration questions may be directed to Peter Renner at (425) 430-6605.

Welcome New Members

Karl Bogren
 Karen Fuller, Intellectual Ventures
 Shanna Ross, Johnsonite
 Susan Travis, Sustainable Spaces
 John Balch, OASIS, Inc.
 Stuart Mathews, Port of Seattle
 Michael Pamintuan, Cell Therapeutics Inc.
 Dmitry Churilov, Orange Life LLC
 Samuel Steele, Seattle Center, City of Seattle
 Clark Miller, The Museum of Flight
 Evie Anderson, Fluke Corporation
 Vira Peterson, ARUP
 Ron Wikstrom, Eden Advanced Pest Technologies
 Martin Fagan, F5 Networks
 Walt Lowry, Port of Seattle
 Cristina Rebac, Demand Media
 Ronald Pratt, Fluke Corporation
 Robert Tribo
 Scott Pierce, CPE, CM, Facilities Partners, Inc.
 Emily Hanning, Coinstar
 Sarah Waterman, ELTEC Systems LLC
 Luis Romo, Cristwood Nursing and Rehb.
 Win Murray, Archoustics Mountain LLC
 Sammi Stimson, Eastside Preparatory School
 Jerry Key, Amgen
 Roberta Kranz, First & Goal, Inc.
 Don Nielsen, Light Doctor, LLC
 William Blau, CFM, Jones Lang LaSalle
 Lisa Spears, Meteorcomm LLC
 Gary Richer, Port of Seattle
 Steven Barker, Community Health Plan of Washington

1 YEAR

Anniversaries

Mike Smith, Port of Seattle
 James Cagney, CFM, KPMG LLP
 Ryan Kelley, ServiceMaster Building Maintenance
 Chris Andersen, ServiceMaster
 Jackie Davis, Fischer Restoration/Fischer Plumbing
 Keelo Heikkola, Servpro
 Robert Fitzsimons, Water Engineering Technologies, Inc.
 James Ross-Lyons, Sylvania Lighting Services, Corp.
 Rick Pierce, Kidder Mathews
 John Thoennes, Beacon Associates
 John Peterson, Vulcan Inc.
 Jacob Klika, Vulcan Inc.
 Andy Gavilinski, Waggener Edstrom Worldwide
 James Anderson, CPE, Port of Seattle

2 YEARS

Cody Crawford, CFM, Vulcan, Inc.
 Michael Cooper, ADP
 Anne Neely, RPA, McKinstry
 Gregory Carothers, The Garland Company
 Richard Sherman, FM:Systems, Inc.
 Melanie Merrill, Port of Seattle
 Scott Graebke, AvtechTye
 Mark Hinman, FMP
 Keli Stosich, CFM, Nordstrom, Inc.
 R Scott Dorrough, FMP, PeaceHealth - St Joseph Hospital
 John Furman, PE, CFM, Western Washington University
 Cindy Strickland, Trendway Corporation

3 YEARS

Gary Lee, Port of Seattle
 Melissa Hager, US General Services Administration
 Marcy Pallotta, US General Services Administration
 David Whitman, Whitman Global Carpet & Floor Care
 Brien Neill, Enecon Corporation
 Matthew Tice, CFM, LDS Church

Anniversaries (cont.)

3 YEARS

Devin Page, Andersen Construction

4 YEARS

John Eldridge, PSF Mechanical, Inc.
 Kent Fowler, REI
 Laura Hibbert, Pierce County
 Kristie Stewart, FMP, Amgen

5 YEARS

Robert Burnside, Nelson Electric Company
 Teri Smith, Bill & Melinda Gates Foundation
 Dave Rekevics, GCA Services Group

6 YEARS

Robert Kief, CFM, University of Puget Sound
 Thomas Ward, FMP, Johnson Controls, Inc.

7 YEARS

Jerry Rutledge, King County Metro Transit

8 YEARS

Teresa Rodgers
 Trisha Dvorak, PhD, University of Washington
 Paul Gibian, FMP, Tandus

9 YEARS

Evan Pate, McKinstry
 David Preugschat, CPA, King County Washington

10 YEARS

Garen Martinson, CFM, FMP, TeleTech
 Matt Gibson, F5 Networks

11 YEARS

Darryl Bengel, CFM, First & Goal-CenturyLink Field
 Linda Flynn, FMP, Avana

13 YEARS

Robert Cowan, Fred Hutchinson Cancer Research Center
 Brian Jespersen, Hexcel Corporation

15 YEARS

Christopher Lewis, CFM, Fred Hutchinson Cancer Research Center

16 YEARS

Linda Gettman, Western Office Interiors
 Dale Temple, CFM, Association of American Medical Colleges

17 YEARS

Michael J. Nolan, CFM, Google, Inc.
 Michael Nolan, City of Renton
 Barry Holldorf, CFM, Highline Community Colleges

20 YEARS

Tom Hebner, Premera Blue Cross
 Scott Rusch, Fred Hutchinson Cancer Research Center

22 YEARS

Susan Hansen, Amgen

24 YEARS

Behrooz Emam, PE, CFM, AIA, Inca Engineers, Inc.

26 YEARS

Mary Helen Pierce, CFM, RPA, Providence Health & Services

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IFMA Greater Seattle News is published quarterly by and for the members of the Greater Seattle Chapter of the International Facility Management Association (IFMA). Opinions expressed in Seattle News do not necessarily represent the views of the association, its members, or its Board Members.

IFMA is the premier professional association for facility management. Representing the largest community of FM professionals on the planet, IFMA membership comprises 18,000 facility professionals worldwide.

The Greater Seattle Chapter of IFMA serves to support our members on a local basis. Our Vision is to be an organization that fosters social interaction and opportunities for personal and professional growth within the facility management industry.

For more information or to contact us, please visit our website at www.ifmaseattle.org.