

REGISTRATION FORM

IFMA Education Symposium • March 12, 2009 – Lynnwood

NAME _____ TITLE _____

COMPANY _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

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How did you learn of this event? _____

PAYMENT:

- \$99 IFMA Members (paid in advance) \$120 Non-IFMA Member (paid in advance)
 \$125 At the Door \$50 Students

A limited number of registration fee scholarships are available to members with financial need.
More information and application: www.ifmaseattle.org

Credit Card: VISA MasterCard

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Fax Form: Attn – Katie Bohocky at 253-265-3043 or email her at: aminc2@comcast.net

You will receive confirmation of your registration by email. **THANK YOU!**

Greater Seattle IFMA Chapter

c/o Association Management Inc.
P.O. Box 6906
Tacoma, WA 98406

13th Annual IFMA Seattle
Education Symposium

Building Value in Facility Management



Thursday, March 12, 2009

Lynnwood Convention Center, Lynnwood
3711 196th St. SW in Lynnwood

HIGHLIGHTS

- Keynote by Gary Polain “From Mechanical Engineer to Human Engineer”
- Plenary session on the FM’s role in transportation management
- Six informative education sessions
- Continuing education hours
- Opportunity to network, hear best practices, see case studies
- Mini-Trade Show

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AGENDA HIGHLIGHTS

7:30am – 8:00am: Registration, Continental Breakfast and Mini-Trade Show

8:00am – 8:15am: Welcome All (Main Room)

Mr. Peter Renner, CFM, *Seattle Chapter President, Director of Facilities at Renton City Hall*
Mr. John Benny, CFM, *McKinstry, Premier Sponsor*

8:15am – 9:15am KEYNOTE: Take a SPIN with a Leader of Leaders



Gary Polain

Gary Polain used his transformation from a Mechanical Engineer to a Human Engineer as the foundation of his company, OZmosis Leadership. His career path has taken him around the globe, from Sydney, Australia, to Bath England, to Atlanta and finally to Seattle - the Emerald City - which seems a fitting place for the Biz Wiz of Oz to land. His work focuses on communication as key to leadership. Using a *SPIN* "Situation - Problem - Implication - Need" approach, he presents the tools to engage the team to collaborate and work together effectively; and, the manager to lead.

Noon – 1:15pm LUNCH & PLENARY: Best Practices in Motion

MODERATORS:

Dean Baker, CFM, *McKinstry* and Bill Blau, CFM, *IFMA Seattle Vice President*

PANEL:

Lynn Frosch, *Puget Sound Transportation Services Manager, Microsoft Real Estate and Facilities*

Michael Pamintuan, *Facilities Manager, Cutter Buck, Inc.*

Barbara Culp, *Transportation Bicycle Program, Seattle Children's Medical Center*

Join this diverse group of FM professionals for a lively discussion of challenges and successes with employee transportation programs.

CONCURRENT SESSIONS

9:15am – 9:30am: Break and Visit the Trade Show Displays & Vendors

9:30am – 10:30am: Concurrent Sessions

TECHNOLOGY & PRACTICE TRACK

Resource Conservation Manager: Every FM should have one

Lori Moen, *Supervising Engineer, Puget Sound Energy*

Chuck Collins, *Resource Conservation Manager, Lake Washington School District*

Learn about this innovative program in utility and resource management from Puget Sound Energy (PSE). A Resource Conservation Manager (RCM) offers facilities managers the support they need to reduce operating costs and increase building performance through best practice operations and maintenance. Hear from a RCM about the successes and challenges at Lake Washington School District. Evaluate the benefit of a RCM program at your facility.

MANAGEMENT & LEADERSHIP TRACK

Beyond the Magic 8-Ball: What Do Employees Want? Leading and Managing Today's Workforce

Linda Silsbee, *Founder and President of Performance Dimensions Group*

Contrary to much that has been written about the differences between generations regarding their attitudes toward work and their engagement in their jobs, studies show these variations are actually relatively small. It is employee engagement, rather than satisfaction, that is a primary determinant of organizational health. This session focuses on increasing awareness and understanding of employee engagement and identifying why it is critical to organizational success now and in the future. Discussion includes best practices and action steps to implement in your workplace.

CONCURRENT SESSIONS

10:30am – 10:45am: Break and Visit the Trade Show Displays & Vendors
10:45am – 12noon: Concurrent Sessions

TECHNOLOGY & PRACTICE TRACK

Improving Building Performance through Commissioning, Building Tune-up and Enhanced O&M

Janice Peterson, P.E., *Building Operations Program Manager, Northwest Energy Efficiency Alliance*

Kent Barber, P.E., *Principal, Keithly Barber Associates*

Is your building's poor energy performance stealing valuable money from your budget? If so, you're not alone. Most buildings use more energy and cost more to operate than they should. Learn about three approaches to improve building performance through building tune-ups, commissioning, and enhanced O&M practices. This session will review the benefits of each approach based on facility size, budget, and needs.

MANAGEMENT & LEADERSHIP TRACK

Operational Finances - Practical Use of Budgeting and Finance Tools to Improve the Value You Deliver

Glenn Hodge, *Principal, Step Function-FMC*

Operational finances use the budget as a tool for tracking your organization's performance versus the plan. Actual spending is tracked against the plan to identify variances and determine drivers for the variance. This process allows the organization to fine-tune spending practices and reduce overall expenditures by 10% or more. Using the operating budget as a tool for tracking performance is a powerful way to demonstrate the value of your department.

1:30pm – 2:45pm: Concurrent Sessions

TECHNOLOGY & PRACTICE TRACK

Best Practices in Space Planning & Relocation

Katherine Randall-Duffy, CFM, *Facility Manager, Washington State Employment Security*

As companies weather the economic downturn, facilities managers will be challenged to be more efficient with use of space. This session will provide an overview of best practices in space planning and relocations; focused on real world examples from an experienced facility manager with Washington State. Whether your company is downsizing or experiencing growth, this session will offer valuable information for moving people, furniture, and equipment while minimizing disruption to the company's business operations.

MANAGEMENT & LEADERSHIP TRACK

Creating FM Value through Team Leadership

Pedro Vasquez, *VP Regional Director, Bank of America Contract, Corporate Solutions*

Drawing upon his diverse experience in property management and facilities operations, this presenter shows how to create FM value that your client/management will support. Learn the critical role of the 3 Ps of Effective Management – People, Process and Performance in the leadership of a successful FM team. This case study focuses on true client/management alignment and proper talent management that creates a trusted partnership that benefits all in the long term.

2:45pm – 3:00pm: Door Prize Drawing in Trade Show Room

MINI TRADE SHOW

Visit with IFMA's Associate Members to preview innovative products and services for facilities management. The following Associate Members participated in the 2008 trade show.

Apex Facility Resources • Bank & Office Interiors • BetterBricks • Constantine Carpet
Cort Furniture Rental • Emerald Aire, Inc. • FastSigns • Fleischmann Office Interiors
IFMA Seattle Chapter • Guardsmark • GCA Services Group, Inc. • Lees Carpets • Magna
McKinstry • MacDonald-Miller Facility Solutions • NEEC-Building Operator Certification
New Haven Moving Equipment • NC Power System • OASIS • RBA Design/RBA Furniture Solutions
Tandus • Tango Office Environments • University of Washington Extension