



# NAC NEWS

Issue 11 January 2003

## NEW MEMBERS - WELCOME!



<b>Douglas J. Berry</b>	Manager, Facility Services	Workers' Compensation Board
<b>Dave Ireland</b>	Maintenance Coordinator	Workers' Compensation Board
<b>Glenn E. Chambers</b>	Sr. Planner, Facilities	Suncor Energy Inc.
<b><u>Correction to November Newsletter:</u></b>		
<b>Chris A. Vilcsak</b>	Solution 105 Consulting LTD ( <i>not</i> Solutions)	

## MEMBERS on the MOVE & in the NEWS



<b>Wayne Nichol</b>	Stantec Consulting Inc.
	Wayne's retirement didn't last long - we hope he'll re-join his IFMA NAC colleagues

## SPONSOR ALERT!!



# ...You're ALL Precious !!

Wish to ensure your Firm's Name is seen by all IFMA NAC Members, whether they regularly attend Events or not? Consider the benefits of your Firm's Name / Logo prominently displayed in issues of the NAC Newsletter and other publications in addition to the many other "GOLD" "SILVER" & "BRONZE" Sponsor benefits. This front page space is reserved for our "GOLD" Sponsors - Act NOW to ensure your spot!

Discover the value of gaining visibility, developing contacts & forging business relationships with decision makers in many of the key organizations in Edmonton, through your support and commitment to IFMA NAC

Watch for a special IFMA NAC Sponsorship Package which will be arriving within the next couple of weeks. It will outline the benefits and features of each level of sponsorship. We encourage you to take full advantage of all opportunities provided by being an IFMA NAC supporter and welcome any questions or ideas you may have.

**Contact: Cheryl Watson, Sponsorship Director** at 450-5869 or [Cheryll.Watson@intuit.com](mailto:Cheryll.Watson@intuit.com) for further information.

## 2002-2003 BOARD OF DIRECTORS



Johanna Wienert, CFM	-	President
Tim McCoy, CFM	-	Past President
John McLaughlin, CFM	-	VP
Ron Muir, CFM	-	Treasurer
James Taylor	-	Secretary
Joanne Haugen	-	Membership
Steve Rees, CFM	-	Education
Cheryll Watson	-	Sponsorship
Andy McCready, CFM	-	Programs
Jim Robson	-	Website Advisor
Johanna Wienert, CFM	-	Communications
Vicki Hackl	-	Administrator

Our Board members work hard to bring you informative programs, valuable education events, no-cost CFM preparation, and timely news and information. We provide a network to other related organizations and represent Facility Management issues on a

variety of Task Forces and at Industry Events. If you are interested in any aspect of Chapter Operations and would like to volunteer some time to contribute to the local FM community please contact any Board Member. You may decide to help out on a project, or sit on a committee. Getting to know the members is only one of the rewards of getting involved.

**WANTED: IFMA Event Photographer** Bring your digital Camera to snap some pictures at our Events

IFMA HQ has discontinued their 'wego' Website Support and we are in the process of establishing a new website. Anyone interested in assisting or questions regarding the Website is invited to contact Vicki Hackl, Chapter Administrator - [vici@telusplanet.net](mailto:vici@telusplanet.net)

IFMA NAC's temporary Website is working for the time being:

[www.ifma.org/hosts/northernalberta/](http://www.ifma.org/hosts/northernalberta/)

## PROGRAMS

## 2002 -2003 CALENDAR



'Behind The Scenes' - Tour of West Edmonton Mall	4:30 pm, September 18 <sup>th</sup> , 2002
'Best of WWP 2002' - Reviews from Toronto	11:30 am, October 24 <sup>th</sup> , 2002
'Edmonton Head Office Accommodation Plan'	11:30 am, November 20 <sup>th</sup> , 2002
'Christmas Event - Roshambo'	4:30 pm December 11 <sup>th</sup> , 2002
<b>'E-Gads' presentation from Steelcase / RGO</b>	<b>4:00 pm January 15<sup>th</sup>, 2003</b>
<b>'Creativity &amp; Innovation in Facility Management'</b>	<b>February 19<sup>th</sup>, 2003</b>
'Asset Management - Trends & Issues'	March 19 <sup>th</sup> , 2003
'Performance Measurement'	April 16 <sup>th</sup> , 2003
'Tour - U of A Engineering Bldg & Nanotechnology Centre'	May 21 <sup>st</sup> , 2003
'AGM, Awards & BarBQ'	June 18 <sup>th</sup> , 2003

### OTHER IFMA EVENTS TO LOOK FORWARD TO:

**JUNE 2003**

**IFMA NAC Annual General Meeting** our AGM last year was a great success, and we will likely hold a very similar Event this year.

**SPRING 2003 (tentative)**

**Ft McMurray Tour** Member interest is keeping this on our Event Agenda.

**OCTOBER 2003**

**WWP 2003** Dallas, Texas October 2003

Plan on attending this premier event for Facility Professionals

**Contact: Andy McCready, Chapter Program Director** at 414-1450 or [mccready@globalserve.net](mailto:mccready@globalserve.net) for information or ideas for upcoming Events. All dates to be confirmed please contact Vicki Hackl at 455-1187 or [vici@telusplanet.net](mailto:vici@telusplanet.net)

## November Event:

## Edmonton Head Office Accommodation Plan



We were treated to an unusual story at our November meeting. Facility initiatives are more often taken for granted than recognized, so it was a delight to hear how a facility project won a prestigious award.

A team from Alberta Infrastructure Property Development Branch received the only gold Premier's Award of Excellence in 2002 for their "Edmonton Head Office Accommodation Plan". This complex project involved consolidating 14 departments and realigning head office functions as part of government's massive restructuring in 1999. Jim McComb, Regional Planning Manager for Edmonton in the Property Development Branch of

Alberta Infrastructure gave us some insight in how to develop and implement an effective strategic facility plan.

A major reorganization of provincial government departments was announced in May of 1999. It involved thousands of staff in 27 building in the Edmonton region – although most of those affected were located in 9 large buildings in the city core.

Four months later, a small planning team consisting of Dianne Dagleish, Carol Bergum and Jim McComb plus 5 accommodation planners had identified where the workgroups were in the old structure and where they needed to be in the new organization; had developed and evaluated scenarios and had prepared a plan for review and approval. We were treated to a great animated graphic, developed by Carol Bergum using PowerPoint, that showed the sequence of moves in the final Plan. It was persuasive in communicating the overall concepts and the importance of achieving time frames. It is a great model for anyone trying to illustrate the complex 'domino effects' of restacking/relocation move sequencing.

The Plan was approved by the Provincial Reorganization Secretariat in September 1999 and the hard work of implementation began. This involved 19 people and was complicated by the fact that reorganization continued during implementation. The Plan was robust enough to accommodate entirely new groups, such as the Alberta Corporate Service Centre and considerable expansion of some groups such as Children's Services and Justice. The team distributed several 'Wrench Awards' to those who most negatively affected plan implementation. Within two years 90% of the moves were in place.

Jim said this was one of the most complex accommodation projects ever undertaken by Property Development. "The most difficult aspect was to develop a plan in an environment of ongoing change, and to continually adapt our work to meet new challenges throughout its implementation while ensuring that provincial staff went home safely at the end of the day.

Apart from the pride of being on the gold medal winning team, Jim came away with a renewed sense of teamwork that he knows will carry on into the future. "The whole project has improved the unity of the staff in our branch, which has, in turn, strengthened our ongoing working relationships on other projects." The work on this project also resulted in several initiatives that helped improve service delivery to Infrastructure's client departments.

Andy McCready, CFM



Presentation of 10 year Service Award to Gary Fry



Attendees were delighted to hear an FM success story



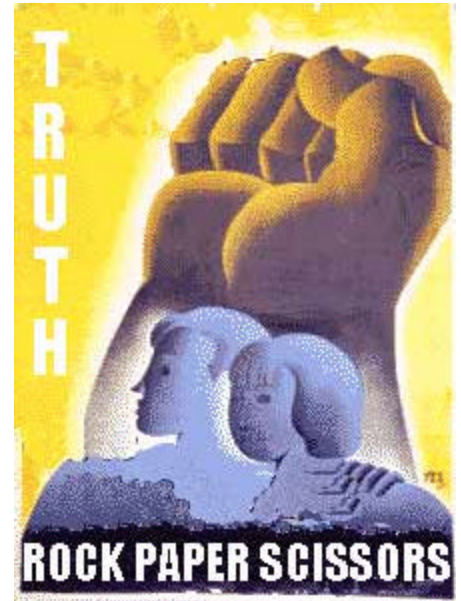
**ROSHAMBO – the decision-makers tool for the new millennium**

**“To the beginner the choices are few, to the expert the choices are many”, Wojek Smallsoa, 1962.**

Decision-making. The whole process is wrong; it is time consuming, fraught with potential error and does not take into account that critical human element. You know it, we know it, even they know it, and in fact we all know it. The whole process in today’s business environment related to making an intelligent decision can cause untold angst, stress and in general make one an unpleasant person to be around. The solution to this ongoing environmental problem is simple, practical, accurate, definitive and reflects the most highly evolved aspects of decision-making and determining the Truth.

The basics in decision-making are always simple in principle. You and your associates must determine what needs to be decided and create an appropriate decision statement. The following is a situation example.

In IFMA HQ, Houston, TX, there is only one corner office and a number of people wish to occupy it. In order to avoid a long and even personally costly battle over which individual is a most worthy of this office we shall bring all those interested in occupying this office together and determine through the use of “Roshambo” who is the best decision maker. It is entirely appropriate that the best decision maker occupies the corner office and lead the organization into the next millennium.



What is Roshambo? Roshambo is a decision making process of wits, speed, dexterity and strategy between associates who are unable to reach a decision using other means. The result of a process is considered a binding agreement between the associates. Honorable people engage in the Roshambo process and therefore every effort should be made to commit to the outcome. The process is undertaken by substituting the elements of: Rock, Paper and Scissors with standard hand signals.

The most common opening moves tend to be Rock, Paper or Scissors. Proper use of the opening move is crucial to success in the process and can secure the advantage for the remainder of the match. Let’s take each of the basic opening moves in turn:

**Rock:** Use of rock as an opening move is seen by many players to be a sign of aggression. Rock also happens to be the most effortless of the throws and fast reactions are never required to employ it with success. By careful examination of the options and atmosphere of play, a well-placed rock will crush a carelessly thrown pair of scissors every time.

**Paper:** Paper is actually the most challenging of the basic opening moves since it requires the manual displacement of the most digits. It is therefore generally viewed as the least obvious of opening throws. Should you open with a paper be forewarned that a reply of scissors would cut you down to size in no time flat.

**Scissors:** Opening with a pair of scissors assumes that you are playing against an opponent who has tight control over their aggressive tendencies and therefore may not open with a scissor-smashing rock. One of the main pitfalls of opening with scissors is the tendency by many to reveal the throw too early, allowing an experienced opponent to easily counter.

By the way, in the example noted above, we should all congratulate Mr. David Brady, the new President and CEO for IFMA and the occupier of the corner office for his successful Roshambo decision-making skills.

If you would like to know more about Roshambo please check out [www.worldrps.com](http://www.worldrps.com). I would also like to acknowledge the use of their material to make Roshambo a fun and effective tool for all facility managers.

Ken Stepan, CFM

Our appreciation for this successful Event goes to:

- |  |                      |
|--|----------------------|
| "High Priest of the Roshambo Ceremony" | a.k.a. Andy McCready |
| "ROSHAMBO GRAND MASTER" JanKen Pon     | a.k.a. Ken Stepan    |
| "Grasshopper"                          | a.k.a. Tim McCoy     |
| "Cricket"                              | a.k.a. Jim Robson    |

Thanks to the enthusiasm and good nature of these members, it wasn't difficult to get them into their "official robes" which by all accounts added to the atmosphere and spirit of the Event!



**YANG CHAMPION James Taylor & YIN Champion Christine Fairfield with Master Jan Ken Pon and his esteemed Panel of Judges**

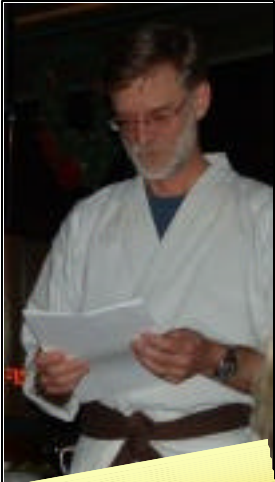
<b>ROSHAMBO</b>	<b>James Taylor</b>	CN Railways
<b>ROSHAMBO YIN CHAMPION:</b>	<b>Christine Fairfield</b>	Partition Systems
<b>ROSHAMBO GRAND CHAMPION:</b>	<b>James Taylor</b>	



**Duwayne & Joanne Haugen decide who will wear the pants next year**



**Ted Haggart shows new member Lorraine Bodnarek a trick or two**



Andy ready for the Battle



Johanna welcomes members & guests



Tim & Neil Kobewka pay close attention to "Roshambo" Rules



Wanna bet Christine is already strategizing?



IFMA Calgary President Jeff Head sacrifices himself



The "Master" watches as Christine "snips" Matthew's Paper



Jack Dodds takes on our President



Cheryll & Ted battle it out with "SCISSORS"



Joanne & Guest Matthew Hofer engage in battle



The "BATTLE of YIN & YANG" draws cheers from the Judges



The Victor James Taylor calms the cheering crowd

## EDUCATION

## Certified Facility Manager (CFM) Study Group



IFMA-NAC may possibly be the only Chapter which provides CFM Study sessions at no cost to their members. This commitment to affordable education and professional development opportunities for our members is instrumental in maintaining one of the highest proportions of CFM's in any Chapter. **Every** participant in past Study Groups who has written the comprehensive CFM Exam has passed.



The Education Committee is organizing another Certified Facility Manager Review Course to start in the New Year. In the past the Course has consisted of a group of 6-10 participants studying and learning the 8 (soon to be 9) core competencies together. This was done over a period of 8-10 weeks, with the sessions held at a time and place selected by the participants. One or two facilitators assist in the proceedings. In the past, each session had presentations given by the participants on two of the eight Competency Areas such as FM Finance, Real Estate, Operation and Maintenance, Project Planning etc. which are the basis of the exam. This format could be followed again or it could be modified to suit the wishes of the participants. The Study Group also reviews and discusses sample exam questions, is advised on how to approach the exam, and given encouragement and support through the experience of members who have completed the process of CFM certification.

**Contact: Steve Rees, CFM, Chapter Education Director** at 930- 5838 or [srees@cha.ab.ca](mailto:srees@cha.ab.ca) for more information on the CFM Exam, or joining the Study Group.

## SPONSORSHIP



### DOOR PRIZES

**NOV EVENT** Executive Portfolio & Set of Leather Luggage Tags  
courtesy of: **Steelcase**  
**Winner:** Jeff Head, CFM President, Calgary Chapter

### DECEMBER EVENT DONOR

### WINNER

ITEM	DONOR	WINNER
Intuit Vest	Intuit	Jim Robson
Nordic Gym Bag	Intuit	Ted Haggart
Denim Shirt	Intuit	Andy McCreedy
Executive Coaster	Canam Electric	Joanne Haugen
Builders Challenge Puzzle	VICI Designs	Johanna Wienert
Executive Coaster	Canam Electric	Bill Wensley
Thermal Mug	Intuit	Andrea Boudreau
Gym Bag	Intuit	Matthew Hofer
Floating Rock Candles / Training Chopsticks	IFMA NAC	Ken Stepan
Rock Candle / Training Chopsticks	IFMA NAC	Veronica Wake
Bag	Intuit	Duwayne Haugen

## SPONSORSHIP PROGRAM 2003

IFMA greatly appreciates those who have sponsored our Chapter in past years and we are in the process of finalizing our Sponsorship Program.

**Contact: Cheryl Watson, Chapter Sponsorship Director** at 450-5869 or [Cheryll.Watson@intuit.com](mailto:Cheryll.Watson@intuit.com) if you have any questions regarding sponsorship opportunities or wish to donate a Door Prize for one of our Events.

## MEMBERSHIP

If you've recently had a change in employment we'd like to hear about it! Please let us know about your Promotions, New Assignments / Responsibilities or Change of Employer. Ensure you receive all the IFMA NAC communications by keeping us current on your contact info.

Contact: **Joanne Haugen, Chapter Membership Director** at 452-8212 or [joanne.haugen@allwestfurnishing.com](mailto:joanne.haugen@allwestfurnishing.com) if you have any questions regarding membership.

Contact: **Vicki Hackl, Chapter Administrator**, at 455-1187 [vici@telusplanet.net](mailto:vici@telusplanet.net) with contact changes. Let Vicki know about your job promotions, transfers, exciting new Projects, speaking engagements, publications, or any other accomplishments. Our members love to have an opportunity to congratulate their colleagues on their successes and shining moments.

To ensure you continue to receive valuable information from IFMA International make sure you update your member information with IFMA International Headquarters. Member Information can be easily updated online at [www.ifma.org](http://www.ifma.org) in the Member Only Area with your member number & password.

## SPECIAL EVENTS

### Ft McMurray Tour



#### **WANTED: COMMITTEE VOLUNTEERS**

Interested in broadening your horizon? Join the Ft. McMurray Tour Committee! We need people to help in Promotion / Registration / Sponsorship / Transportation / Accommodations

#### **WANTED: SPONSORS**

Take advantage of this opportunity to reach both local and Ft McMurray decision makers We have various opportunities for sponsorship available.

Contact: **John McLaughlin, Chapter Vice President** at 917-7487 or [jmclaughlin@stantec.com](mailto:jmclaughlin@stantec.com) to volunteer or for information about this Special Event

## OTHER EVENTS



If you or your organization have any Events, Seminars or Trade Shows which may be of interest to facility managers, please submit particulars to **Vicki Hackl, Chapter Administrator**, [vici@telusplanet.net](mailto:vici@telusplanet.net)

Before publication or distribution to our membership, all such submissions are subject to the approval of the Board.

## COMMUNICATIONS:



If you are looking for speakers on facility management related issues for your organization please contact: **Johanna Wienert, Chapter Communications Director** at 487-2620 or [jwienert@compusmart.ab.ca](mailto:jwienert@compusmart.ab.ca)

Do you have an experience or expertise to share with your colleagues?....a challenging incident?.....a startling revelation about the nature of your work?.....a personal accomplishment?.....

Consider having an article published in our Newsletter. We are actively seeking contributors.

Articles considered for publication need not necessarily be formal, technical or serious.

Humor, satire, critique are all acceptable for consideration.

We publish or distribute notices on selected events which may be of interest to our members. If you or your organization have any such Events, Seminars or Trade Shows, please submit particulars to **Vicki Hackl, Chapter Administrator**, [vici@telusplanet.net](mailto:vici@telusplanet.net)

## "URBAN ENCOUNTERS" SHOW

## IFMA-NAC was THERE!

### urban encounters

Edmonton's interior design community came together once again to view the latest product offerings of more than 50 suppliers. IFMA-NAC was pleased to participate along with a number of our associate members. Christine Fairfield (Partition Systems), Betty Crockett (Dupont), Val Alexander (SoundRite) and Joanne Haugen (Allwest) stopped by. We rubbed shoulders with CSC (Construction Specifications Canada) people and discussed continued co-operation between our associations. The venue this year was more spacious and the edibles provided created gathering points for many to catch up with past associates, clients and colleagues. We had a number of inquiries about IFMA and expect to see some show attendees at our future Events. Thanks to Vicki Hackl for help in organizing and setup, and to Tim McCoy and Andy McCready for working our Booth.

Johanna Wienert, CFM



### OUR THANKS & APPRECIATION to the INTERIOR DESIGNERS of ALBERTA

**On behalf of the Board and the membership, I wish to thank the Interior Designers of Alberta for providing IFMA-NAC with a Booth at their "URBAN ENCOUNTERS" Tabletop Trade Show for the second year in a row. Many of our members work closely with the interior design community and this spirit of co-operation and support is admired and appreciated. We concur with the opinion of other exhibitors that the Show was, again, a tremendous success. Hats off to the IDA Show planning committee for their time and effort in putting together a great opportunity for designers, vendors and facility professionals.**

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**Don't Miss our JANUARY PROGRAM EVENT**

*this*

**Wednesday, January 15, 2003**

**"e-Gads! - a better way to juggle"**

with

**Andrew Wyatt of Steelcase**

This seminar, sponsored by Steelcase, is designed to share current and relevant eBusiness insights with facility managers, business managers, purchasing managers, architects and designers.

Attendees will learn the ways FM will change in response to new customer demands; popular misconceptions about technology and its relationship to facility management; a number of technology approaches that can make the facility manager's job easier and better; successes of other companies in implementing new FM approaches and tips for successful electronic facility management implementation.

Steelcase events are always excellent and very popular, so come and learn about process improvements that save time and money, technologies that improve business results and how to increase end-user satisfaction.

Andrew Wyatt manages eCapabilities for Steelcase Canada, and has been with the company for the past three years. Steelcase's eCapabilities solution enables customers to order goods and services, access order status reports, share files including CAD drawings and spreadsheets, and conduct asset management, all online through a web site customized to their specific needs. Steelcase presently has over 700 of these customer web sites running in North America, and made Information Week's 500 list of the largest and most innovative users of information technology. Andrew works with Steelcase's Canadian customers to determine the type and range of functionality required and oversees the development and implementation of the sites themselves. Prior to joining Steelcase he worked with Staples Canada where he played a key role in the development of their intranet.

<b>Schedule:</b>	4:00 pm - 5:00pm	networking
	5:00 pm - 6:30pm	buffet supper / presentation
<b>Location:</b>	RGO Office Products 11624 - 120 Street	
<b>Cost:</b>	<b>\$15.00</b>	<b>Chapter members</b>
	\$25.00	Non-chapter members and guests

*One lucky member will take home a door prize.*

**RSVP:** So we can arrange enough food, please confirm attendance by 4:30 pm, Monday, Jan. 13.

Call Vicki Hackl at 455-1187, fax to 452-7718 or email to [vici@telusplanet.net](mailto:vici@telusplanet.net)

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**Mark your Calendars for our FEBRUARY EVENT**

**February 19th**

PANEL DISCUSSION

**"Creativity & Innovation in Facility Management"**