

IFMA ATLANTA 2004
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mitch.rabil@turner.com

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bchaplin@knoll.com

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2004 IFMA ATLANTA
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Malone Construction
Millicare Commercial Carpet Care
Royal Cup Coffee, Inc.
Southern Business Systems
Steelcase
TVS Interiors
Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, April 21, 2004 - Biltmore Hotel

TIME:

5:30pm - 8:30pm

COST:

Members: \$20.00, Non Members: \$20.00

RESERVATIONS:

You may register by credit card on our secure site at
www.ifmaatlanta.org.

LOCATION:

Biltmore Hotel

817 W. Peachtree St., Atlanta, GA 30308

Directions: Heading South on I75/85:

Exit at 10th/14th/Techwood, turn left onto 14th St. heading towards Peachtree St. Take a right onto Peachtree St. Continue on Peachtree St. to 5th St. Take a right onto 5th St. and continue on 5th Street past Cypress St. until you see the entrance to The Biltmore on your right. Turn right into The Biltmore driveway. The parking deck entrance will be on your right.

Heading North on I75/85:

Exit at 10th/14th/Techwood, turn right onto 14th St. heading towards Peachtree St. Follow the rest of the directions above.

THE EVENT

IFMA/IIDA Showcased is our opportunity to celebrate the community services partnership we share with the Atlanta community and our partnership with Georgia Tech. It is our single best opportunity to celebrate the contributions and achievements our Associate member companies have made to enrich the offerings of our many community service partners and Georgia Tech while enhancing the growth of IFMA Atlanta. This year we are excited about having IIDA join us in our celebration. For a sampling of Silent Auction items, please see page six.

ENTERTAINMENT

- \$1000.00 door prize
- Wonderful food and drink served waiter style in a spectacular setting
- Live entertainment provided by Bishop's Don



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CONTACT US!

Newsletter Editor: Fran Rissland

T: 678-947-0579 x15

F: 678-947-8593

If you would like to submit a newsletter article, please contact fran.rissland@artandassociates.com.

Reminder: The deadline for submitting articles is the third Wednesday of each month.

STAY CONNECTED WITH
www.ifmaatlanta.org

Where do you need to go to stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at www.ifmaatlanta.org is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even the newsletter you are currently reading is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: www.ifmaatlanta.org.

**IFMA ATLANTA
STRATEGIC PLAN 2004**

Mission Statement:

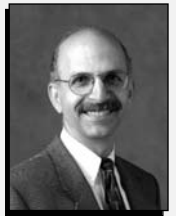
To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

Goals:

- Communicate facility management trends and best practices through programs and education
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information and interaction
- Enhance the Atlanta chapter through the process of awareness, recognition, interest and desire leading to the utilization of facility management profession
- Enrich the Atlanta chapter culture through productive growth and involvement of membership

P R E S I D E N T ' S M E S S A G E

I would like to relay a couple of issues that I have noticed at the last few luncheon programs. One is that people are leaving before the speaker has completed his/her presentation. These speakers are coming to us, sometimes free of charge, but at a great expense of their own time. It is of utmost importance that you remain for the entire presentation, not only out of courtesy to the speaker, but also to receive the CEU and/or CFM credits for that program. If you are not there for the full hour of presentation you do not receive any credit for attending. The Professional Development and Programs Committee go to great lengths to develop this benefit to our members to assist with your professional certification programs. The programs presented are for your benefit and also to meet IFMA core competencies. Please plan your day around the program and stay for the entire presentation.



The other issue is the open exchange of business cards before and during a meeting. Our culture at the Atlanta Chapter is to socialize at the luncheon programs. It is not a time to sell. The lunches give you a time to find out a little more about each other. I know it is not much time, but it does give you a casual time to get to know each other a little more. The only exception is if someone asks you for a business card. The main objective for the lunches is the presentation of the program of the day. The secondary objectives are to get to know the people around you, meet old acquaintances, do a little follow-up on work-in-progress, and to have a good time without being pressured.

If you want to get to know about someone and their work ethics, then get involved in a committee and find out first hand how a person performs when NOT getting paid to do something.

You will consistently see my reference to the TEAM concept for this year, so get involved with the Atlanta Chapter because Together Everyone Achieves More.

All of our committees are doing a great job, and with your assistance that can only get better. Remember....As a TEAM you can do more with less individual effort...more or less!!

Your President,
Mitch Rabil
President - IFMA Atlanta 2004
Turner Properties



Mark Schnurr, IFMA Washington DC Chapter President visits with Mitch Rabil at the March luncheon

IFMA COMMUNITY SERVICE VOLUNTEER DAY



SAVE THE DATE
IFMA COMMUNITY SERVICE VOLUNTEER DAY
SATURDAY, MAY 15, 2004
8:30 AM - 1:00 PM

THE FRAZER CENTER
SERVING CHILDREN & ADULTS WITH DISABILITIES SINCE 1949
1815 PONCE DE LEON AVENUE, NE
ATLANTA, GA 30307
404-787-5154

PLEASE JOIN US SO YOU CAN PLAY IN THE DIRT WITH IFMA FRIENDS AND FAMILY PLANTING A VEGETABLE GARDEN

A LIGHT BREAKFAST AND LUNCH WILL BE PROVIDED FOR ALL WORKERS!!!
SIGN UP WILL BE AVAILABLE ON THE IFMA WEBSITE - WWW.IFMAATLANTA.ORG





PAST PRESIDENT'S CORNER



**Joyce Roper, Coca-Cola Enterprises, Inc.
IFMA Atlanta Chapter President - 2000**

Our theme for 2000 was "Work Hard - but Have Fun Doing It." We decided to take a new look at how our members were involved - and focus on what we could accomplish as a group of members, regardless of whether we were "professionals" or "associates". We continued to build on the strategic plan developed in 1999 under Matt Dawson's leadership, which helped us win 2000 Large Chapter of Year in the IFMA Awards of Excellence. We attempted to recognize in some way everyone who participated in Chapter activities throughout the year, highlighting not only individual contributors, but also contributions to the FM profession and to our community. We recognized that all efforts were not material - some of our most prized resources were the volunteer heroes who were not always obvious. Success was measured by the group effort - no single person was responsible. I was overwhelmed with the number of new and "old" members who stepped up and volunteered to get on the team. We definitely lived up to our theme - we worked very hard, but had an unbelievably good time! I was extremely proud and honored to lead IFMA Atlanta in the Year 2000.

OFFICERS

President - Joyce Roper, Coca-Cola Enterprises Inc.
 Vice President - Ken Gwinner, Turner Properties, Inc.
 Secretary - Dave Flory, Cort Furniture Rental
 Treasurer - Wayne Battles, WorldCom
 Past President - Matt Dawson, Ernst & Young LLP
 Chapter Administrator - Association Headquarters; Bob Thomas, 404-766-1632

HIGHLIGHTS

- Continued successful 2-year Strategic Plan developed in 1999.
- Experienced more than 10% membership growth for the year under Beth Chaplin's outstanding leadership. Experienced growth in membership enthusiasm and volunteerism to all-time high.
- Hosted IFMA International Chapter/Council Management Conference in March.
- Matched Polsky Family Grant to IFMA Foundation in amount of \$5,000.
- Sponsored Golf/Tennis Outing in May to continue support of partnerships with YWCA, IFMA Foundation, and Georgia Tech - proceeds split between YWCA and Foundation.
- In April, began planning discussions regarding redevelopment of Professional Development Committee to enhance Member Services before year end. Program finalized and geared up by November, with goal to win a future IFMA International Award of Excellence in Professional Development. Tom Haslach tagged to develop this enhanced program.
- Georgia Tech successful kickoff of Masters Degree in Integrated Facility and Property Management in August.
- Presented check for \$25,000 to endow Georgia Tech Masters Program to IFMA Foundation during Foundation Gala at World Workplace 2000 in New Orleans in September.
- IFMA Atlanta presented with Award of Excellence as Chapter of the Year (Large) during Awards Banquet at World Workplace 2001 in New Orleans in September.
- 2000/2001 Joint Board Planning Retreat hosted by Milliken & Company in LaGrange.
- Sponsored successful Live/Silent Auction to raise \$15,000 toward Georgia Tech endowment in November.
- Celebrated IFMA Atlanta's successes at December Chapter Awards Luncheon at Carter Center:
 - Achievement in Facility Management - Harriet Whelihan, United Parcel Service
 - Distinguished Member - Mitch Rabil, Turner Properties, Inc.
 - Outstanding Associate - Sarah Bailey, Milliken & Company
 - Special Recognition Award - Harry Ludwig, King & Spalding
 - Special Recognition Award - Brian Benedict, Humphries and Company
 - Special President's Gavel Award for Outstanding Service - Joyce Roper, Coca-Cola Enterprises Inc.
- Total gift to IFMA Foundation in 2000 was \$30,000. Committed to IFMA Foundation for continued support in 2001 for Polsky Grant and Georgia Tech.

GEORGIA TECH CORNER

Here's your chance for direct interaction with Georgia Tech's FM Masters students. The Facility Management



Symposium will be held April 22, 2004 at the Steelcase showroom, 303 Peachtree Center Ave., 6:00 - 6:30 Reception, 6:30 - 8:30 Student/Industry Interchange.

Learn what's new in the FM industry, research applications and tell us what topics need additional focus, suggest research, provide input to our students.

Please contact Professor Kathy Roper to register to attend this free event. 404-385-4139 or kathy.ropер@arch.gatech.edu

Applications are still being reviewed for entry into the graduate program. Visit http://www.coa.gatech.edu/bc/how_to_apply.htm for application information.

ATTENTION IFMA ASSOCIATE MEMBERS

IFMA Atlanta board meetings are held the Monday evening before the Wednesday luncheon. There are approximately 20-25 attendees. This is a great marketing opportunity to present your company as well as its products and services to the board for the first 15 minutes of the meeting. If you are interested in hosting a monthly IFMA Board Meeting please contact Stewart Smith for more information at 404-815-6445 or stsmith@kilpatrickstockton.com. Please note that in order to make a presentation to the Board, you must host a meeting.

COLUMBUS REMOTE PROGRAM POSTPONED

The Columbus remote program has been postponed due to heightened security and facility management requirements surrounding Total System's Board meeting being held on April 22. Please stay tuned for information related to the rescheduling of this valued event.



MONTHLY LUNCHEON PHOTOS AND PROGRAM SUMMARY

A packed house at Villa Christina gave a warm welcome to Paul Ziek as he presented "Wireless Facility Management Technology" (despite that he hails from New Jersey and admitted to being a Mets fan). Paul is a project manager for Savant Services Corporation, a New York-based project management and advisory firm, is a frequent speaker at industry conferences and is a published author on this subject. The quote of the day: "It is better to be the FM that knows about these (wireless) technologies than to have a vendor or your boss tell you about them." The implications of that statement kept many on the edge of their seat during the presentation which was laced with humor and real life application examples. Paul contends that we are in a stage of exploration and very early in the bell curve of adoption - of wireless technology, not only in FM, but in many applications. Wireless is a natural progression of the PC and internet. Now, that so many companies are investing heavily in bringing to market new technologies and "chips", prices are going down and quality is increasing.

The tactical benefits of Wireless Facility Management include: cost savings; increased productivity; improved staff planning; improved inventory control; customer service benefits; and, improved communications. "Currently, engineers, operators, managers and technicians are bound by tethered workstations. For example, in order to make serious adjustments to climate, lighting or energy consumption, someone must interface with a PC that is connected to the

building automation unit via Ethernet or the Internet. However with Wi-Fi, equipped handheld devices allow mobile control over automated building management systems. All that is available on the central workstation is also available on the Wi-Fi networked laptop, handheld or PC tablet. Therefore, an employee can make adjustments standing wherever they may be...instead of running to some corner room in a basement. To take this thought a step further, possibilities abound. Remember that today, handhelds and laptops have the same ability as many PC workstations. So, the same handheld device that enables control over a VAV, boiler, chiller etc. will also allow access to asset management software. Thus, maintenance requests and equipment orders can also be done from the field immediately. Daily tasks will be completed without the threat of lost paperwork or miscommunication between the employee, client and the central office. Efficiency will take on a whole new meaning." (quoted from his article "Present versus Future")

From WiFi, 3G, WiMax, Bluetooth, RFID, SPOT, and others technologies, Paul stressed that the technology is here and it is up to us to embrace it and take advantage of its benefits. The impact on buildings and office planning has yet to be fully defined but there is already a movement among equipment and service suppliers to work together to ensure interoperability of the various options (i.e. VoWLAN). Building preparation, product evolution, security and our mindsets are the potholes in the road not yet paved.



MEMBER PROFILES



NAME: Jean Lusso
COMPANY: Recently left BellSouth after completion of large project
EMAIL: diluso@bellsouth.net
HOMETOWN: Born in Anchorage, Alaska; grew up in Ft. Myers, Florida

EDUCATIONAL BACKGROUND:
 BS, Interior Design, FSU, Tallahassee; MBA, Management, GSU, Atlanta

FAVORITE VACATION DESTINATION: Amalfi & Positano, Italy.

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Hired by The Coca-Cola Company to coordinate programming and space planning for their corporate headquarters building.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Learning from others through the teamwork of great projects for The Coca-Cola Company, AirTouch Cellular (now Verizon), and BellSouth.



NAME: Bryan Benedict
COMPANY: Humphries and Company
EMAIL: bryan@humbandcomp.com
HOMETOWN: Atlanta, GA
EDUCATIONAL BACKGROUND:
 W&L - BA, GA State - MBA in Management

FAVORITE VACATION DESTINATION: Mountains - Beach - London - Paris

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? By mistake!

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: The reputation of our company and our participation in IFMA.

Let us get to know you! Send your Member Profile and Photo to fran.rissland@artand-associates.com or fax to 678-947-8593.



PROFESSIONAL DEVELOPMENT AND PROGRAMS COMMITTEE UPDATE

Cheryl Waybright, CFM, FMA, RPA, NCIDQ

2004 is off to a great start for our chapter's Professional Development and Programs Committee. During the first quarter, the committee has delivered to the chapter programs and seminars in 5 of the 9 IFMA core competencies and has been authorized to award a total of 8.5 CFM Maintenance Points and 0.8 Continuing Education Units.

Our programs team has brought to you three engaging speakers at the first three monthly luncheon programs. Barbara Pagano, author of *The Transparency Edge* gave an enlightening overview of business ethics and the need for integrity at the top at our January program (Leadership) and in February, Dr. Dean Kashiwagi, director of the Performance Based Studies Research Group at Arizona State University, shared his *How to Achieve Higher Quality by Reducing Minimum Standards*, a methodology to achieve high quality work at the best value (Operations and Maintenance). Paul Ziek, a project manager with Savant Services Corporate spoke about *Wireless Solutions to Facilities Management (Technology)*.

Our education team brought to you a personal development seminar "The Writing Advantage" held on February 12 presented by Gary Merrow with Turner Construction (Communication). On March 10, we conducted a professional development seminar "Sustainability and LEED" presented by Holly Henderson, Tresa Banks and Laura Case (Human and Environmental).

The tour scheduled in February at the Center for the Visually Impaired was cancelled due to "snow" and our tours team is working on rescheduling this as well as setting up an exciting tour in May.

The Career Services Committee has outlined a new strategy and is exploring alternatives to providing placement services to both corporations and individuals.

The Georgia Tech Liaison Committee has met and outlined this year's strategy for supporting the graduate program. The International Committee is working on scheduling two round table events (May and November) as well as looking at organizing a chapter excursion overseas for some time in the future.

As a new feature this year, the committee has added a new position - CEU/CFM Maintenance Point Management - to our team. This position is leading our chapter efforts to apply for and obtain authorization to offer not only CFM Maintenance Points (CFM MP), but also Continuing Education Units (CEU). If all of our applications are approved, we estimate that the chapter will offer approximately 37.5 CFM MPs and 5.0 CEUs to attendees of these events during this calendar year. Of course, presenters, round table facilitators, CFM study group leaders, and active members of the chapter's committees are eligible to earn additional CFM MPs.

The chapter has already offered 0.1 CEU and 1.0 CFM MP for each the February and March luncheon program and 0.3 CEU and 3.0 CFM MPs for each, the February and March Seminars. 0.5 CFM MP was awarded for the January luncheon program.

What is a CEU? The continuing education unit is a standard of measure for continuing education or training. The International Association for Continuing Education and Training (IACET) developed the criterion. IACET defines the CEU "as ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction." In other words, one CEU equals ten hours of instruction included in a specified continuing education program or activity such as presented by the Atlanta Chapter of IFMA.

The Continuing Education Unit (CEU) is designed to facilitate recording, accumulating, and exchanging standardized information about individual participation and learning achievement in continuing education experiences. The CEU concept is designed to accommodate a wide variety of continuing education opportunities and provides individuals with recognition for their efforts to update or broaden their knowledge, skills or attitudes. Probably the two most common uses of a CEU records or transcripts by the individual learner are:

- To supply an employer or prospective employer with information on continuing education and training experiences pertinent to professional competence and,
- To provide documentation to registration boards, certification bodies or professional and occupation organizations of continuing education undertaken to maintain or increase professional competence.

There are strict guidelines that the chapter must follow in administering the CEU program. Many of you have already experienced having to "sign-in" at the February and March luncheon programs - keeping an accurate record of attendance is one of the requirements is to keep an official log of actual attendance. These sheets also provide the attendees the opportunity to request a CFM MP, CEU, or combined certificate of completion. Association Headquarters here in Atlanta has the certificates of completion for past events and will bring them to each monthly luncheon program for you to pick up. Please be patient with us as

we come up to speed in managing this program and streamlining our processes!

Coming up in the second quarter, we are planning to: conduct a CFM Review Course; deliver a personal development seminar; conduct a tour; present two regular luncheon programs; host an international round table event; participate in the Georgia Tech capstone symposium; and support IFMA headquarters in procuring speakers and finalizing logistics for the Best Practices Seminar in July. We are planning to designate June as "career services month" so stay tuned for more information on this opportunity.

To help us improve the programs, professional development and educational offerings we bring to you, we must have your feedback. Feel free to send an email with your comments, concerns and suggestions to our committee chair, Cheryl Waybright at cheryl.waybright@cbre.com.





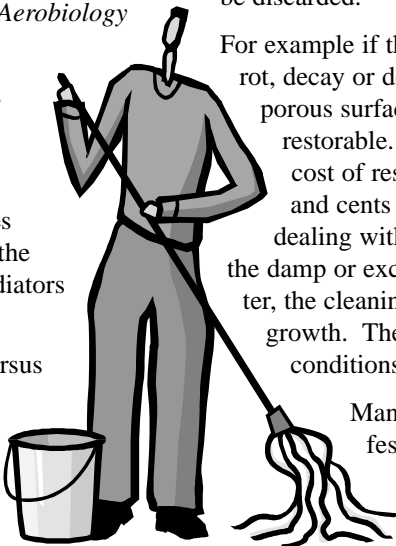
BUILDING CONTENTS: DISCARDED OR CLEANED?

"The goal of mold remediation is to remove active fungal growth and its products from a contaminated space."

- Dr. H Burge-Director of Aerobiology

How does the Certified Mold Remediator know where to start? There are guidelines from the EPA, City of New York, Department of Health, IICRC (new Standard #520 issued late in 2003), and even some Indoor Air Quality laboratories, have entered their opinion by the quantity and volume of samples they have analyzed in recent years. We even have the State of Texas passing legislation to license Remediators (This could be another article by itself!).

Common to all in the industry is the non-porous versus porous materials. Mold usually will not grow on non-porous surfaces, but on the dust, grime, or other films of medium. We all are aware of the daily film we see on shower tiles and tubs (These are examples of non-porous surfaces). With a little bit of soap solution and effort-eg - elbow grease - we have all cleaned this type of mold film, as part of our normal routine living. The tile or tub is non-porous versus the towel we use to dry ourselves is porous. Some towels are made out of 100% natural fibre such as cotton, which is a cellulose. Mold loves to grow on cellulose, and consume cellulose. How deep, how



long of an exposure time to the ideal conditions for mold spores to grow will help determine if the items can be remediated or should be discarded.

For example if the surface has been compromised showing signs of rot, decay or decomposition, depending on these conditions of the porous surface may or may not be remediated, but maybe even restorable. This depends on the value of the item, versus the cost of restoration. It is obviously pretty academic dollars and cents on the course of action to follow, unless we are dealing with an unusual one of a kind or a keepsake piece. If the damp or excess moisture conditions are not changed for the better, the cleaning process will only temporarily remove the mold growth. The spores will multiply over again, given the proper conditions they like, with moisture at the top of the list.

Many fabrics can be cleaned in many ways. The professional Remediator will be able to determine what the best procedure to use in each particular case, project or item should be followed. From a simple washing machine use of the cotton towel exposed to mold spores only, to the fine silk upholstery, there are always many directions that can followed. Remediation is the first option, discarding is always a final option.

Larry Fried
SERVPRO of Chamblee-Dunwoody

IFMA/IIDA SILENT AUCTION ITEMS

All the items listed below are up for silent auction at the upcoming IFMA/IIDA Showcased. Don't forget your checkbook!

Company

Silent Auction Item

Aircon Corporation	Golf or Spa pkg for 2 at the Marriott/Sone Mountain
Allied Security	Weekend trip for 2, Location TBA
APCO Graphics, Inc.	Golf Outing foursome, Location TBA
A-R-T & Associates	Framed piece of ART
Baker Audio	Portable DVD Player & 4 Braves tickets/755 club
BC Group	Envision 19" Flat Panel Monitor for TV or Computer
Bentley Prince Street/Interface	\$100 Gift Certificate to Bacchanalia Restaurant
CWC/Herman Miller	Aeron Chair
DeKalb Office Environments	Weekend Condo for 8 @ Litchfield, SC
Incom/Multimedia, Svc.	4 Braves tickets against Houston 5/8/04
Ivey Mechanical Company	\$100 Gift Certificate to the Palm Restaurant
Koroseal Wallcovering	6 tickets to Chastain Park for 1 concert
Millicare	\$1,000 of cleaning and applying Grout Armour on bath room tile
Milliken Carpet	1 standard room of Legettao carpet tile
Rentacrate, Inc.	Gift basket for planting flowers and bulbs
Roofchek Incorporated	\$150 Gift Certificate Buckhead Life Group
Sedgfield Interior Landscapes	5 ft Palm tree and planter
Tandus Group	1 Round of golf for 2 at the Capital Club with Tandus
Waste Management, Inc.	2 Nascar tickets with Hospitality Suite
Wegman Associates	Gift Certificate to Buckhead Life Restaurant Group





CFM News and Events

IFMA EDUCATION SEMINAR - MANAGING CHANGE

How would you like to be more receptive to change? Wouldn't it be great to overcome self-consciousness and become a more flexible person? Change is constant - we can just survive through it, or we can thrive through it. In this workshop, you will learn to accept and help others buy into change by considering all the options objectively. Find ways to accept new ideas more readily and embrace new opportunities. This workshop will help you to grow through change.

Instructor: Ercell Charles - Director of Instruction, Dale Carnegie Atlanta

Where: Corporate Environments, 1636 Northeast Expressway, Atlanta, GA 30329

When: Friday, April 30th

Time: 11:00am - 1:00 pm

Cost: \$15.00 (Lunch Included)

Credits: .2 CEUs, 2 CFM

To Register and for more information, please see the Events and Meetings section on the website at www.ifmaatlanta.org.

WHO SHOULD ATTEND

Those who want to be more successful by readily adapting to the ever-constant change around them.

WORKSHOP SYNOPSIS

- Take inventory of your current situation regarding change
- Discover the role that attitude, knowledge and skill play in your ability to thrive through change
- Create a better balance in your life
- Learn Dale Carnegie's principles to manage change more effectively
- Create an action plan to deal head-on with the changes you are experiencing
- Qualifies for CEU and CFM Maintenance Points

ABOUT DALE CARNEGIE TRAINING

Dale Carnegie Training, is a performance-based training company represented in over 65 countries. It focuses on giving people the opportunity to sharpen their skills and improve their performance in areas such as leadership/management, communication, presentations, human relations, and teamwork development.

MONTHLY CFM EXAM QUESTIONS

1. What is the major function of a facilities department?

- Make the facility function unnoticed by the end user.
- Insure minimum costs in operating facilities.
- Contribute to the overall objectives of the corporation.
- Keep the facility technology updated.

2. Within the decade, clean air regulations will require changes in current transit methods. This will greatly affect companies - especially those in major metropolitan areas. What option would be most effective for heavily trafficked areas?

- Mandatory car pooling for companies with more than 10 employees.
- A 40 percent reduction in outdoor parking lot size.
- Flexible work hours and telecommuting.
- Subsidized public transportation.

3. What information is most important in a charge-back system?

- Information needed to explain charges.
- Information on corporate standards and accounting principles.
- Information delineating casual relationships.
- Information that shows financial responsibility.

4. You believe systems furniture is desirable for your company's office environments. You must sell the concept to senior management. What approach should you take?

- Present research on productivity gains obtained through its application in other companies.
- Present data on how it improved employee morale and reduced attrition in other companies.
- Present a cost-benefit forecast based on your company's history as well as industry data.
- Present trend data on major corporations that have moved to systems furniture.

Answers: 1-C, 2-C, 3-D, 4-C

UPCOMING EVENTS AND SEMINARS

RE-IMAGINE Facility Management

For more information visit www.fmdceducation.com
Toll-Free: 1-888-322-3632
Fax: 1-866-522-3632

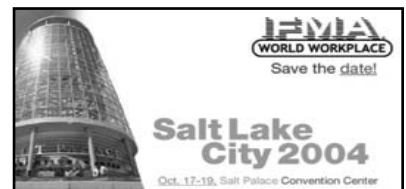
An Executive Overview on Mold - April 13, 2004

Mold for the Construction Industry - April 14, 2004

Contact Bob Schmitter at 404-894-8064 or send email to bob.schmitter@gti.gatech.edu for more information.

IFMA World Workplace 2004 - Salt Lake City

As you know, IFMA's World Workplace brings people together to share what they cannot learn alone. It truly is the hub of FM knowledge and networking. Offering new, quality programming each year, the 2004 conference and expo will include educational sessions on Managing Facilities, Advancing the Business and Leading the Organization. Please join us again this October 17-19 in Salt Lake City, Utah. Information is available now at www.worldworkplace.org/northamerica/2004.



CFM ARTICLES FOR POINTS

Attention all CFMs! You can receive CFM Maintenance Points for writing educational articles in Industry Related Publications including our Chapter Newsletter.

For more information regarding CFM points, go to www.ifma.org, click "Certification" then "Certification Maintenance".

Please submit any articles of educational value that you are willing to share with your fellow Chapter Members to Fran Rissland at fran.rissland@artan-dassociates.com. Your participation is encouraged!



PROGRAM CALENDAR

APRIL 1 - 2

CFM REVIEW CLASS

APRIL 21

IFMA/IIDA SHOWCASED

APRIL 22 - 23

CHAPTER LEADERSHIP WORKSHOP - GREENVILLE, SC

MAY 5

NEW AND PROSPECTIVE MEMBERS LUNCHEON

MAY 6

PROFESSIONAL DEVELOPMENT SEMINAR

MAY 6 - 7

CHAPTER LEADERSHIP WORKSHOP - CHICAGO

MAY 12 - 15

EURO FM

MAY 15

COMMUNITY SERVICE VOLUNTEER DAY - FRAZER CENTER

MAY 19

MONTHLY LUNCHEON

SPEAKER

Jeff Swanagan

TOPIC

The Georgia Aquarium

LOCATION

Loudermilk Center

MAY 27

TOUR - PM

JUNE 16

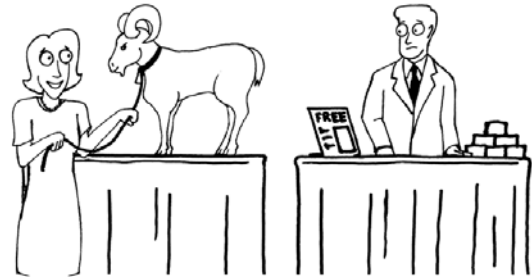
MONTHLY LUNCHEON

LOCATION

Villa Christina

Facility Funnies

Sally was excited to show off her company's new "LEEDS" Shredder



Monte
Townsend

International Facility Management Association

Atlanta Chapter
1185 Willingham Drive
Atlanta, GA 30344



DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.

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