

International Facility Management Association



IFMA-Atlanta • P.O. Box 43306 • Atlanta, Georgia 30336-0306

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Monthly Meeting

Wednesday, April 17, 1996 - "Sloppy Floyd"/Twin Towers Building

Topic: Alternative Workplace Strategies...Adding Value to the Facilities Manager's Role

Date: April 17, 1996

Time: 11:30 a.m. - 1:30 p.m.

Cost: \$20 Members; \$35 Non-Members, Wait List & Guests
\$25 Members; \$40 Non-Members, Wait List & Guests at the door

Location: "Sloppy" Floyd Building (*please see directions on the back cover*)

Call: IFMA Office (770) 948-3963 or FAX (770) 745-9164

**** Please call by Friday, April 12, to make your reservation. Reservations made after this date are subject to a \$5 surcharge on the meal cost.

Alternative Workplace Strategies

Jim Bunch, Account Manager with Worldwide Alliances Steelcase Inc., will host and moderate a panel of Facilities professionals with firsthand experience in planning and completing projects using Alternative Workplace Strategies (AWS). Jim will give us an overview of the AWS concept and explain how AWS will bring added value to the role of the Facilities Manager. We will then hear from a diverse panel who will share their experiences both good and bad. We hope that all parts of this program will yield questions from guests and members. Please come out and join us.

President's Message by Harry Ludwig, III

On Being Professional . . .

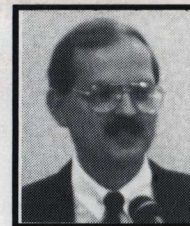
One could justifiably argue that the International Facility Management Association is, by definition, a professional association. As such, one of its basic goals is to foster the professionalism of its members. However straightforward these statements are, they lead directly to one question:

What is a professional?

The answer begins with the fact that membership in a professional organization does not, in and of itself, make one a professional. Much more is involved than simply joining an association...even one as esteemed as we believe the International Facility Management Association to be.

To be a professional, an individual must practice or work within a recognized profession or occupation. A true profession is one seen by the community at large as requiring special knowledge, education and skills. At the very least, a professional facility manager has achieved a certain level of competence in the body of knowledge

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that we refer to as "facility management." The same can certainly be said, as well, for many of our colleagues in the allied/affiliate community who must know a great deal about facility management in order to understand FM issues and needs and create and communicate solutions. Such competence is measured by many things - among them level of education, experience and achievements relating to one's work.

To be a professional, one must make an effort to keep abreast of the many changes affecting his or her occupation. Facility management is changing...and doing so at an ever more rapid pace. New systems, procedures, equipment and technology are being developed every day. Who among us just a few years ago could have predicted, much less articulated, the now alternative officing, disaster planning, CADD/CAFM and the latest "hot" topic...the Internet? An ongoing effort is necessary to keep on top of the latest thinking and advancements if one is to survive, much less progress, in any field.

Doing so requires routine outside reading of trade publications, certainly including the *Facility Management Journal*. Attending local chapter meetings to hear speakers and to network with one's peers is also very helpful in the learning process. Selecting worthwhile workshops, seminars and conferences and selling senior management on attendance is another mark of the professional.

Many excellent programs are sponsored each year by the chapters of our association in addition to IFMA's international conference. An individual who is dedicated to his or her career makes the most of these and other continuing education experiences by incorporating knowledge gained into the workplace in the form of improvements, efficiencies, cost savings, etc.

To be a professional involves taking an active part in activities outside the workplace as well. Making a genuine contribution to one's career field distinguishes many professionals, as does community service work. There are innumerable positions to be filled each year in our own association—as a chapter officer or committee chair—or at the international level, serving on a committee or on the board. And of course, the list of civic organizations serving the community at large is endless, each one needing volunteers.

To be a professional also requires acceptance and practice of the highest standards of both conduct and performance. Perhaps the truest test of a professional is how he or she behaves toward and interacts with clients, coworkers and fellow members of the facility management community. A true professional strives to avoid unnecessary criticism of others, preferring instead to give them the benefit of the doubt. When criticism is unavoidable, a true professional makes

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genuine effort to obtain all the facts before openly doubting or questioning the motivations of others.

Professionalism encompasses many attributes, each learned and enhanced by practice. In the quest for professionalism, including recognition of our standing among peers in facility management, and would-be peers in other fields of endeavor, there are five criteria that really matter:

- How well have we prepared ourselves?
- How well do we succeed at staying prepared?
- How seriously do we regard making a contribution outside the workplace?
- How do we view ourselves?
- How do our actions and demeanor encourage others to view us?

Having considered the above, it would seem that IFMA in general and the Atlanta Chapter in particular is blessed with many professional members—members in all membership categories who are professionals.

No Deposit; No Return

MARCH LUNCHEON RECAP Olympic Games Transportation Update

Joel F. Stone, Jr., Director of Transportation for the Atlanta Committee for the Olympic Games (ACOG) delivered an invaluable and rousing presentation at IFMA Atlanta's March meeting. Joel's honest overview of the Olympic impact on Atlanta's business community left IFMA's members and guests with a realistic concept of what to expect before, during and after the 1996 Centennial Olympic Games. Through the modern miracle of historical statistics, Joel compared the influx of people at a few of Atlanta's "high impact" events such as the NFL's Super Bowl and the Democratic National Convention to the daily numbers of humanity expected for the '96 Games. Atlanta's history has held no comparison to this summer's expectancy of 200,000 additional people in our city per day!

Joel also gave us an overview of ACOG's Olympic Transportation System (OTS). This system of transporting spectators and members of the Olympic Family proved to be well organized and gave everyone in attendance confidence that the OTS will work efficiently.

Lastly, Joel covered ACOG's recommendation of how Facility Managers might deal with the impact of the Games by suggesting car pool programs, telecommuting and creative vacation planning. The presentation ended with a moving appeal to all that the extra efforts we will give and inconveniences we must suffer will all be worthwhile. IFMA-Atlanta would like to thank Joel and his assistant, Julie Brown, for informing and preparing us for an event we will not soon forget.

YOU ARE CORDIALLY INVITED...

Prince Street Technologies will be giving IFMA-Atlanta a tour of their amazing Cartersville carpet plant on the evening of **Wednesday, April 23rd**. A bus will depart at 2:30 p.m. from the Cobb Community Transit parking lot, located at the southeast corner of the Cumberland Mall parking lot. We will head up to Cartersville for a quick program and detailed tour of this one-of-a-kind facility. Our members will also have the opportunity to see the most advanced concepts in landscaping, architecture, interior lighting and HVAC. Afterwards, Prince Street will host a buffet dinner and return us to Cumberland Mall. Prince Street's 28-acre facility is considered one of the most environmentally sound structures in existence.

To RSVP and for more details, please call IFMA Programs Chair, **Mark Ormand**, at **770/564-8150** or **770/564-5888 (FAX)**. This is a tour you will not want to miss!

1996 Committee Chairpersons

Education:	Mike Denson, <i>BellSouth Corporation</i> 404/249-2542
Programs:	Mark Ormand, <i>Peachtree Software</i> 770/564-8150
Archives:	Freddi Hagin/Ginger Walker 770/948-3963
Allied/Affiliate:	Dave Flory, <i>Cort Furniture Rental</i> 770/984-1113
Career Services:	Susan zumBrunnen, <i>The Coca-Cola Company</i> 404/676-7177
Membership:	David Brucks, <i>Johnson Controls</i> 770/772-8274
Newsletter:	Sonya Tablada, <i>Facility Resources, Inc.</i> 770/393-4700
Sustaining Patron:	Pete Conlin, <i>Project Management Services</i> 770/518-3219
Hospitality:	Susan Sullivan, <i>Hendrick Associates</i> 404/240-9312 Haidee Courson, <i>Wegman Associates</i> 770/368-0101
Awards:	Gene Meany, <i>Facility Consultant</i> 770/552-7095
Community Service:	Malcolm Weiss, <i>Malcolm Weiss & Associates</i> 404/256-2040
Public Relations:	Lori Tilt, <i>Heery International</i> - 404/881-9880

WELCOME TO ALL NEW IFMA-ATLANTA MEMBERS

Cathy Hiett
Meag Power

Roberta L. Tramble
Information America

Tim Pugh
Kimball International

Corey Zawadzki
Alston & Bird

101 WAYS TO COPE WITH STRESS

Get up 15 minutes earlier • Prepare for the morning the night before • Avoid tight fitting clothes • Avoid relying on chemical aids • Set appointments ahead • Don't rely on your memory...write it down • Practice preventative maintenance • Make duplicate keys • Say "no" more often • Set priorities in your life • Avoid negative people • Use time wisely • Simplify meal times • Always make copies of important papers • Anticipate your needs • Repair anything that doesn't work properly • Ask for help with the jobs you dislike • Break large tasks into bite size portions • Look at problems as challenges • Look at challenges differently • Unclutter your life • Smile • Be prepared for rain • Tickle a baby • Pet a friendly dog/cat • Don't know all the answers • Look for the silver lining • Say something nice to someone • Teach a kid to fly a kite • Walk in the rain • Schedule play time into every day • Take a bubble bath • Be aware of the decisions you make • Believe in you • Stop saying negative things to yourself • Visualize yourself winning • Develop your sense of humor • Stop thinking tomorrow will be a better today • Have goals for yourself • Dance a jig • Say hello to a stranger • Ask a friend for a hug • Look up at the stars • Practice breathing slowly • Learn to whistle a tune • Read a poem • Listen to a symphony • Watch a ballet • Read a story curled up in bed • Do a brand new thing • Stop a bad habit • Buy yourself a flower • Take credit of your achievements • Find support from others • Ask someone to be your "vent partner" • Do it today • Work at being cheerful and optimistic • Put safety first • Do everything in moderation • Pay attention to your appearance • Strive for excellence NOT perfection • Stretch your limits a little each day • Look at a work of art • Hum a jingle • Maintain your weight • Plant a tree • Feed the birds • Practice grace under pressure • Stand up and stretch • Always have a plan "B" • Learn a new doodle • Memorize a joke • Be responsible for your feelings • Learn to meet your own needs • Become a better listener • Know your limitations and let others know them too • Tell someone to have a good day in pig latin • Throw a paper airplane • Exercise every day • Learn the words to a new song • Get to work early • Clean out one closet • Play *patty cake* with a toddler • Go on a picnic • Take a different route to work • Leave work early (*with permission*) • Put air freshener in your car • Watch a movie and eat popcorn • Write a note to a far away friend • Go to a ballgame and scream • Cook a meal and eat it by candlelight • Recognize the importance of unconditional love • Remember that stress is an attitude • Keep a journal • Practice a monster smile • Remember you always have options • Have a support network of people, place and things • Quit trying to "fix" other people • Get enough sleep • Talk less and listen more • Freely praise other people • P.S. Relax, take each day at a time...you have the rest of your life to live!

From "Charter By-The-Sea Hospital"

Planning Saves Time and...\$

If you have been a member for some time, you are aware our chapter has held meal function fees at the same rate (\$20/members; \$30/guests) for a number of years. As you might imagine, however, charges to the chapter for meals, tax, gratuities, room set-ups, etc. have risen substantially since these fees were set.

During this time, our chapter has, as well, continued to grow attracting a greater attendance at monthly meetings. When more than a few meeting attendees arrive without having made reservations, chapter leadership and venue personnel have to scramble to make sure all can be and are accommodated.

After taking all of the above into consideration, the chapter board has adopted the following changes effective with the April meeting:

For members who make advance reservations (on or before the Friday before the meetings): NO CHANGE...meal price remains \$20 per member attendee.

For guests who make advance reservations before the deadline: a MODEST INCREASE OF \$5...meal price \$35.

For members and guests who do not make advance reservations: \$5 SURCHARGE at the door...meal prices \$25 and \$40 respectively.

Many other IFMA chapters and similar professional organizations, have an "at the door" surcharge as an incentive to make reservations and to help defray additional expenses incurred.

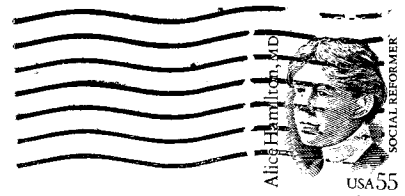
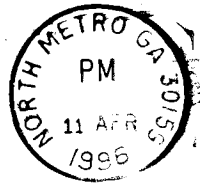
Of course, we realize there are times when one becomes aware only at the last minute that he or she can attend the IFMA meeting. In such circumstances, by all means, your attendance is welcome.

NOTE: Please be aware that whenever a reservation is made by an individual, or in the name of an individual, who is not able to attend and does not cancel by the above deadline, an invoice will be issued for payment. Doing so is necessitated by the fact that the chapter must pay the venue for all reserved meals and set-ups.

PLAN AHEAD

IFMA INFORMER

- SUBJECT:** Ernie Anglin, Senior Operations Specialist, Hanover Insurance Company.
- HAILS FROM:** Durham, North Carolina.
- FAMILY TIES:** Wife, Beverly, and in-laws here; parents alive and well in Durham.
- BACK TO SCHOOL:** Graduated from Wake Technical College in Industrial Maintenance, 1983. Currently working toward FM Certification.
- OFFICE HOURS:** Supervising support systems for 24 x 7 data center, space planning and construction, security system administration, and business continuity planning.
- AFTER HOURS:** Yard work, scale modeling, time with the family.
- BASIC BUSINESS PHILOSOPHY:** "Every problem is an opportunity."
- MOST IMPORTANT ACHIEVEMENT:** Reaching a reasonable balance between family, personal, and work life.
- READING LIST:** Anything disaster recovery-related! Low Level Hell by Hugh Mills (Helicopter pilot in Vietnam).
- I HATE IT WHEN THAT HAPPENS:** Building Security calling at 1:30 a.m.
- HIGH ANXIETY:** "And how long have you known you were hiring six people today and didn't have seats...."
- RECENT FM ACCOMPLISHMENT:** Getting senior management approval for our Disaster Recovery Strategy and Basic Plan.
- BIGGEST CHALLENGE:** Space planning—fitting more into less.

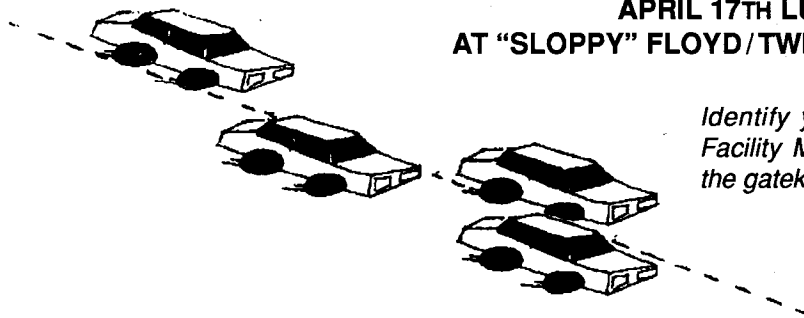


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I.F.M.A. - Atlanta Chapter

**DIRECTIONS TO PARKING FOR THE
APRIL 17TH LUNCHEON
AT "SLOPPY" FLOYD/TWIN TOWERS BUILDING**



*Identify yourself with International
Facility Management Association to
the gatekeeper.*

75/85 CONNECTOR SOUTHBOUND: Exit on MLK, Jr. Drive (you can only go right), then turn right at first traffic light (Butler Street); and then immediately into parking garage entrance on the right. Take elevator to fourth floor bridge across Butler Street into the Twin Towers Building. Our luncheon is on 20th floor, West Tower, in the Empire Room.

75/85 CONNECTOR NORTHBOUND: Exit at Fulton Street (at the Stadium). Follow signs and turn right on Fulton, then left on Capitol. Follow Capitol to MLK, Jr. Drive. Bear right onto MLK, then immediately left on Butler Street. Turn right into parking garage. Take elevator to fourth floor bridge across Butler Street into the Twin Towers Building. Our luncheon is on 20th floor, West Tower, in the Empire Room.

There is a MARTA station in the "Sloppy" Floyd building (Georgia State Station), one stop east of Five Points station, and we urge you to use this mode of transportation for your own convenience, rather than hassle with traffic through town.