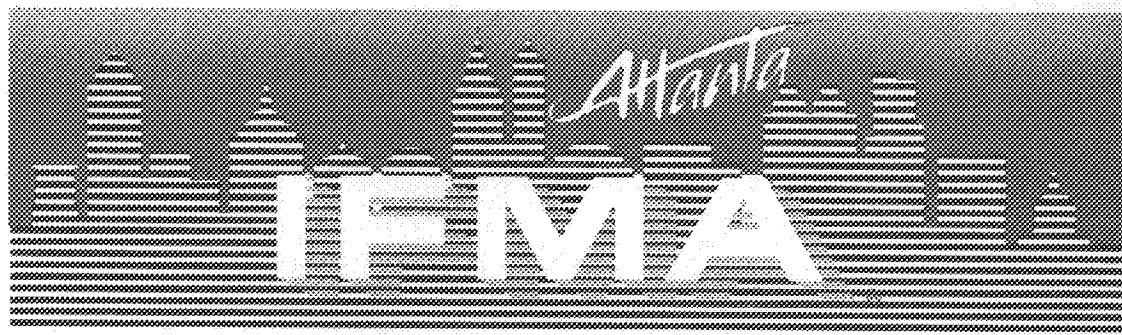


# International Facility Management Association



IFMA - Atlanta Chapter

P.O. Box 43306

Atlanta, Georgia 30336-0306

October 1997 Issue

## 1997 EXECUTIVE BOARD

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## 1997 SUSTAINING PATRONS

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Royal Cup Coffee, Inc.

Shaw Contract Group

Steelcase, Inc.

Wegman Associates

## Monthly Meeting

Wednesday, October 15 • Cobb Galleria

**Topic:** The Virtual Office - From the Facility Management Perspective

**Date:** October 15, 1997

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

**Cost:** \$20 Member; \$25 without advanced registration

\$35 Guest; \$40 without advanced registration

**Location:** Cobb Galleria

**Reservations:** IFMA Office (770) 948-3963, ext. 23 or FAX (770) 745-9164

\*\*\* Please call by Friday, October 10, 1997 to make your reservations.

Ever wondered how the on-slaught of technology will affect your job in Facilities? What will happen as computers become more prominent in aspects other than word processing? Will you have more control over energy usage in your facility? Will you be able to control building systems anywhere in the building? Will your associates have more control over their individual environments? How sophisticated will we get in our video and conferencing capabilities - how far away is "virtual reality" in our office? Will everything get more complicated as technology advances? Learn the answers to all these and more on futuristic building issues at the next IFMA meeting. Speakers Jerry Thomas, HVAC Marketing Specialist from Georgia Power, Don Knotts of Spectrum Data System, and Dan McClain from Heery International will bring us up to the speed of the future - see you there!

## President's Message

by Kathy O. Roper, CFM

Facility Management is an ever changing art. It's a job, but also an art. To be able to understand the business needs, employee needs, compliance requirements and all the myriad implications of each request, we must have vast knowledge, experience and be flexible enough to adapt with each situation. To have the intuition to know which plans will work with which departments; to handle the financial gymnastics involved in gaining management approval for capital expenditures; and to have the taste to select the best carpet, fabric and paint colors, require very different skills. The integration of these skills is the essence of a successful Facility Manager. New technology and business practices are constantly adding to the Facility Manager's tool kit, but the knowledge base of how to successfully implement facility management also requires changes in our thinking, new habits and a constant learning to gain this new information.

Many of us have new roles within our companies. Instead of simply responding to requests from our customers, we are moving into the strategic roles of establishing policy, analyzing financial aspects of projects prior to recommendation, and guiding business decisions for other



continued on page 2

*President's Message continued from front*

departments. Does it make sense to move the Customer Service group to another building? When our current lease expires, do we move or renew? If we move to new space, how do we decide how much growth space to accommodate? Are there new technologies that can save time, space, expenses?

Take time to read the many publications that cross your desk each week. You never know which publication will have the information that will spark a new idea, a creative solution or cause you to think about a problem in a new light.

IFMA Atlanta resources-your fellow members-are also there to help. Associates often have new information, products and services that can aid in your crisis. Other professionals may have dealt with similar situations in the past and could offer guidance. Our new Chapter Directory should be in your hands by now, and the new *Directory of Services and Expertise* lists various categories you can refer to in searching for information and resources. Since inclusion in this section or our Directory was voluntary, utilize these individuals. We can all learn by sharing information and ideas.

Another source of information for IFMA members is the IFMA Research Library. With a fax or phone call you can have resources at your disposal to search reference materials and publications for the information you need. There is a charge for some searches, but contact International to determine what they can do to help. Call 1-800-359-4362 or fax to 713-623-6124 for the IFMA Research Library.

Information abounds within IFMA. Part of the reason you joined a professional association was to learn, right? Next time you need information, check one or more of these sources and make your membership pay off.

*Kathy Roper*

#### A WORLD OF THANKS

THE MEN AND WOMEN OF THORPE ENTERPRISES WISH TO THANK MS. TRISHA ALLEN AND MR. LUKE HAGGARD OF DUTCH QUALITY HOUSE #1 FOR THEIR CONFIDENCE IN CHOOSING OUR COMPANY FOR SECURITY SERVICES FOR THEIR DAKWOOD FACILITY.

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ENTERPRISES

YOUR SINGLE SOURCE FOR FACILITIES SUPPORT SERVICES:  
SECURITY, HOUSEKEEPING, MAINTENANCE AND SERVICE!

## September Meeting Recap

### "911-or not?"

If you haven't had a refresher course in first aid response techniques lately, I hope you didn't miss the September IFMA meeting! John Athens, the Director of the North Georgia Safety Training Center, Inc. did just that - a refresher course - and more. He reviewed the basic techniques like checking for airway obstructions, and an easy way to check blood pressure. These are some of the things he teaches through the Safety Training Center, which is a registered training agency for the National Safety Council First Aid Institute. His programs are designed to educate employees on how to handle emergency situations with a proactive, hands-on approach to First Aid, Fire Safety and Rescue. He also shared with the IFMA members some safety ideas to take back to their respective companies. And oh yes, how do you know when to call 911? If there's an emergency, and you're not sure how to respond, call 911 - that's what they're there for!

## 15th Anniversary Celebration Recap

IFMA - Atlanta Chapter's 15th Anniversary Celebration was enjoyed by all. Held on Friday, September 12 at the Georgia Railroad Depot, the party was a huge success. Dennis Longworth, Interim President was in attendance and helped with the door prize drawing. Everyone had a lot of fun, good food and good conversation.

Decorations followed the "Wizard of Oz" theme with a poem written especially for the occasion, paralleling FM to the Land of Oz. Another element of the party were the IFMA History Boards set up throughout the room. These proved entertaining for many members.

See page four for more photos from the Celebration.



Chapter Presidents who were present: (l to r) Kathy Roper, Harry Ludwig, Tom Vernon, Gene Meamy, Kim Weiss Westall, Martha Osborne, Jean Lusso, Mark Mussen, Christine Neldon, Ed Rondrou.

## Consider the Design-Build Option

### Design-Build Job Delivery Allows One-Stop Shopping

— by Cheryl Waybright

The design-build or construction management-at-risk-project delivery system accounts for almost 25 percent of all nonresidential construction in the United States, up 6 percent from 10 years ago, according to the Design Build Institute of America.

In this form of project delivery, the owner contracts with a design-builder rather than engaging in the traditional method of design-bid-build. In that traditional method, the owner contracts with an architect/engineer, solicits bids and executes an agreement with a general contractor.

The trend toward using the design-build method of project delivery for nonresidential construction is increasing in Europe, where approximately 50 percent of projects now fall in that category, and in Japan, where approximately 70 percent of projects are design-build.

Companies preparing to build a new facility could consider the design-build project delivery system, which combines design and construction contracting in one agreement and provides owners with "one-stop shopping" for all design and construction-related activities.

Utilization of the traditional design-build method, however, often is not the best choice when undertaking a renovation project where unknown existing conditions may derail the budget or the desired fast-track (overlapping of project phases) scheduling of the project.

As a form of project delivery, design-build is increasing due to the amount of re-engineering, downsizing and outsourcing taking place in real estate and construction departments in corporate America. This single source of responsibility offers

the remaining staff the ability to manage the same number of projects, but with fewer people.

In addition to a single source of responsibility, owners receive other advantages from the design-build delivery system. These include enhanced creativity, guaranteed costs, shift of the errors and omissions warranty, faster project completion, improved risk management and fewer administrative burdens.

Because design-build firms span a wider range of project responsibility than general contractors do in the traditional project delivery method, design-build firms can maintain better overall control of the project. This reduces disputes between the architect and contractor.

The design-builder becomes a single source of responsibility for many elements of the project, including architects, consultants, mechanical, electrical and structural engineers, interior designers, materials suppliers and subcontractors.

When the project includes site selection and due diligence, the design-builder also can assist the owner and the owner's real estate agent in obtaining the necessary soil reports, surveys and environmental assessments prior to purchase of the property.

Involving the design-builder at this phase of the project can also facilitate the owner's anonymity if desired. In addition, the design-builder is well-positioned to investigate zoning requirements and restrictions and is able to prepare conceptual site plans to confirm the site is appropriate for the intended use and proposed size of the building. The philosophy behind this form of assistance by a design-builder is that the owner and de-

sign-builder are "partnering" on the success of the project.

Another example of the "partnering" concept is in the project's pricing structure. Design-builders can offer a guaranteed project cost plus sharing in any deviation from the final budget or hard bid. Cost savings or overruns are shared between the owner and the design-builder on a sliding scale, with all savings flowing to the owner, and overruns are covered by the design-builder.

Loss of control over the design phase of the project is the primary disadvantage owners face when going the design-build route instead of design-bid-build, where the architect truly acts as the owner's agent. Because the architect is hired by the contractor, or design-builder, the architect can no longer act as the arbiter of disputes between contractor and owner. To protect against losing control, an owner can hire a third-party construction manager to act as agent during the design and construction of the projects.

This type of arrangement is known as "construction management-for-free," where the consulting construction manager is providing advice only, not actual design and construction services, and is not financially at risk if the project does not proceed properly.

Another disadvantage to the design-build process is that no state specifically licenses design-build firms, while most states do regulate architects. Owners doing work in multiple states must be aware of each specific state's licensing requirements.

Other forms of alternate project delivery systems include "design-assist," where the owner hires the architect and contractor at the same time, thus forcing them to work together as a team for the duration of the project. Another "bridging" is where the owner contracts with an architect to develop the concept and

*continued on page 5*

## FM Spotlight

### Communication

Communication is an integral part of everything a Facility Manager does, encompassing all eight competency areas. Communication plays a dynamic, important role when an FM needs to surface issues, develop solutions, negotiate successfully and encourage others to accomplish a task.

FMs are continually called upon to share information, influence others and advocate positions which are deemed to be in the best interest of their company. An FM must be able to communicate with professionals from many disciplines and be able to translate technical information to all levels of management and staff.

This can be a tricky business at times for some of the following reasons. People draw conclusions about each other's honesty, sensitivity, knowledge, style and logic by how they communicate. They base their opinions on what they hear people say, words people write and what they see people do. Whether they are an active or passive participant, they bring their own personal biases, conclusions are interpretations to the table based on their own personal past experiences. Their message (and interpretation of their message) are continually based on new experiences and information. (Competencies for Facility Management)

Effective communicators know this and use appropriate behaviors at appropriate times depending on their audience and intent. Is a delicate balancing act and only successfully accomplished through time and experience. Effective, successful FMs have, at their core of experience positive, efficient communication skills. A good FM is a good communicator. There are dozens of books to draw knowledge from to improve your communication skills (see list below for suggestions). Help yourself and your career. Start reading!

—Joanne Cole, CFM, Education Committee

*How to Win Friends and Influence People*, by Dale Carnegie  
(Read & memorize six steps on page 11)

*Personality Plus*, by Florence Littauer  
(Read before the following)

*How to Get Along With Difficult People*, by Florence Littauer

*How to Start a Conversation and Make Friends*, by Don Garbor

*Seven Habits of Highly Effective People*, by Stephen Covey

### 15th Anniversary Celebration Photos



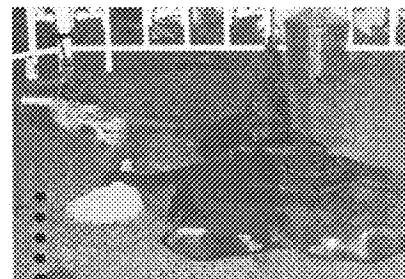
• Three of our Charter Members: (l-r) Harold Troy, Christine Neldon and Ed Rondeau with "red slipper awards for having faith to move us ahead."

One of the five history boards with Professor Howie Didit sitting next to his photo in a 1990 newsletter. • • • • •



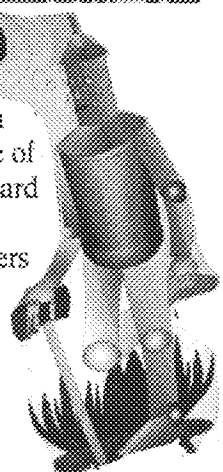
Dave Flory's 40th birthday celebrated with a cake and a song! • • • • •

Lions in the surrey - favors for each IFMA member. Extra lions were given to the police department for needy children. • • • • •



Tin man was one of the Wizard of Oz characters present.

In the gazebo, "I'm melting-g-g" Wicked Witch of the West in a puddle of water.



## Career Corner

The Career Services Committee is always looking for new and potential positions to announce in the newsletter. If you are aware of any job opportunities, please contact Marty Mason, Career Services chair (770-952-9200 FAX) with a brief description of each position. The following positions are available to interested candidates. If interested, please contact the employer indicated directly.

### IVAN ALLEN COMPANY:

#### • FMC PROGRAM MANAGER-ATLANTA, GA

Obtains feedback from client and improves performance of assigned team members. Responsible for ensuring customer satisfaction with all projects assigned. Uses all resources to ensure customer satisfaction. Operates out of Ivan Allen facility or customer offices. Travel to job sites in Atlanta area required. Position works 7:30 a.m. to 4:30 p.m. with some evening and weekend work required. If interested, fax resume to 770-645-8032.

### THE CHRISTOPHER GROUP:

#### • FACILITIES MANAGER-FLORIDA

Interested candidates should fax a detailed resume to The Christopher Group Executive Search at 919-833-5625.

### PITNEY BOWES MANAGEMENT SERVICES:

#### • REGION OPERATIONS PLANNER-REGION-BASED OPPORTUNITY

Send resume to Pitney Bowes Management Services, Attn: Stephanie Fleming, Director, H.R. Southern Region, 501 N. Stemmons Fwy., Suite 150, Dallas, TX 752107 (fax) 214-761-0841.

### SERVICEMASTER:

#### • REGIONAL ENERGY REPRESENTATIVE

Send resume to ServiceMaster Business & Industry Group, Attn: Rick Kimbel, One ServiceMaster Way, Downers Grove, IL 60515, (fax) 630-271-5747.

#### • SALES SUPPORT ENGINEER

Send resume to ServiceMaster Business & Industry Group, Attn: Rick Kimbel, One ServiceMaster Way, Downers Grove, IL 60515, (fax) 630-271-5747.

### YMCA OF METROPOLITAN ATLANTA, INC.:

#### • ASSISTANT REAL ESTATE AND RISK MANAGER-ATLANTA, GA

Interested candidates should fax or mail resume to YMCA of Metropolitan Atlanta, Inc. Attn: Ed Williams, 100 Edgewood Avenue, N.E., Atlanta, GA 30303, (fax) 404-527-7693.

### GEORGIA POWER COMPANY:

#### • CORPORATE FACILITIES SPACE UTILIZATION COORDINATOR-ATLANTA, GA

Searching for an enthusiastic, high-energy individual to coordinate strategic planning, contracted interior design and architecture services, interior construction projects, capitol budget tracking, and CADD operations for internal clients. Qualified candidates please submit a resume and cover letter to Southern Company, 270 Peachtree Street, Suite 1700, BIN 951, Atlanta, GA 30303, Attn: MGPO71397.

*Consider Design-Build continued from page 3*

initial specifications. The owner then contracts with a design-builder to complete the design and build the building.

While there is no clear-cut evidence that the design-build project delivery system is better than design-bid-build, more and more private and public sector owners are electing alternative project delivery systems such as design-build. This is forcing the Construction Industry Institute to undertake design-build research to identify costs and benefits of using the design-build delivery system vs. the traditional design-build or design-bid-build.

*Waybright is manager, facilities planning, with property and services management at BellSouth Telecommunications, Inc. She is a certified facility manager and the regional vice president-south region of the International Facility Management Association.*

*Reprinted from the Atlanta Business Chronicle, August 1-7, 1997*

## 1997 Calendar of Events

DATE	LUNCH TOPIC	PROGRAM SCOPE	FACILITY
Oct. 15	"Upgrading Technology"	Education	Cobb Galleria
Nov. 19	Georgia Center for Advanced Telecommunications Tour	Facility Tour	GCATT
Dec. 17	Holiday Party	Fun!	The Vinings Club



Your company is changing. Continuously. Change has become a fact of life. And managers need more information, faster than ever. You've wondered if a CAFM system would help, but who's got time to do the research to find the right one?

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#### Directory Update

Note corrections to  
mailing label at right  
(include phone/fax  
numbers).