



Minnesota Educational Facility Management Professionals

The Messenger

December 2019
Newsletter



Winter State Meeting | Tuesday January 14, 2020

Radisson, 2200 Freeway Blvd, Minneapolis, Minnesota

This Meeting is for All Members from All Chapters

8:30 Registration

9:00 Pick one of the following sessions:

1. **Vaping in School ~ What should schools do to protect children.**

Elizabeth Heimer, American Lung Association

2. **Building & Grounds Best Practices**

This presentation will focus on MASMS members sharing experiences about B&G department processes that provide efficient use of time and resources. We will discuss the technical tools you can use to help with your department's daily operations with feedback from the attendees. Expect a lively and informative discussion.

Brian Boelter and Dennis Hale, BLB Consulting

10:00 Break

10:15 Pick one of the following sessions:

1. **IAQ ~ There are a variety of IAQ requirements for Minnesota schools.** The requirements are based on the USEPA Tools for Schools program. This presentation will discuss the requirements as well as state and federal guidance and technical information.

Dan Tranter, MDH

2. **School Construction Projects: What to do when things go wrong (and how to protect against problems).** Every year hundreds of schools across Minnesota engage in large construction projects. This presentation will discuss

what school officials and maintenance professionals should do if issues arise during or after a project, such as dealing with delays, scope issues and defective work. The presentation will also discuss steps schools can take to better protect against problems on the front end of projects.

Ross Hussey, Smith, Jaden, Johnson PLLC

11:15 Lunch & Business Meeting

Noon **Keynote: Beyond Grit, Cindra Kamphoff**

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MESSAGE FROM THE BOARD



MESSAGE FROM THE BOARD

I hope everyone had a great Thanksgiving. I'd like to take this opportunity to talk about something I think is becoming a rising concern within our industry. When I looked around this year's fall conference I had a hard time finding any of the younger generation. Now there could be many reasons for this. Maybe they weren't invited to the conference or they didn't want to come. Maybe it's because our field of work doesn't draw the interest of the younger generation.

Growing up I can remember custodial work always being considered the bottom of the barrel and if you didn't do good in school you'd end up being a custodian cleaning toilets and vomit. That in my opinion was a damaging stereotype that I think still haunts our industry today. We do so much more than just clean toilets and vomit, I feel we need to educate the younger generation about the other things we do behind the scenes to make our buildings safe and function properly. We also need to educate people that there is room to advance in the custodial world, you don't have to stay a custodian if you want to advance. I had no clue when I started as a custodian that you could advance to higher levels.

My 10 year old son was asked in school what he wanted to do when he grew up and he said I want to be a custodian like my dad. Now there was a point in time that I would've told my son not a chance, choose something else. Now I tell him if that's what you want to be go for it. I'm very proud of the fact that I was a custodian and I was able to climb through the ranks to be where I am today.

Our jobs may not be the most glamorous or the most noticed on a daily basis, but that doesn't mean our jobs are any less important or that they can't be appealing to the younger generation. We are seeing more and more retirements announced every year and an aging workforce that will soon follow.

I wonder what has to be done to get more of the younger generation interested and educated in our field of work. I certainly don't have any good answers though I wish I did. Maybe it's as easy as bringing your sons or daughters to work every once in a while like I did my son and expose them to what the job really is like. This issue and many more are topics we could all discuss at local chapter meetings that take place every month and State Meetings which is coming up in January. One person alone will not solve these issues but as a group with a wealth of knowledge and experience we can start chipping away at them. Maybe this article can be a starting point for those conversations in the near future.

Thank you for your time.

Wishing everyone a Safe & Happy Holiday Season
Kain Smith



MASMS Boot Camp is Being Offered in July 2020

Dates & time: Wednesday July 22nd and Thursday July 23rd, 2020, 8:00 AM to 4:00 PM, dinner at 6:00 PM on Wednesday evening

Location: Holiday Inn, St. Cloud, MN | 75 South 37th Ave St. Cloud, MN 56301

Cost: MASMS will cover the cost of this training (if you are a member). It includes cost of class, hotel room for Wednesday night (and Tuesday night if 1.5 hour drive), and all meals. (Meals include Wednesday lunch and dinner; Thursday breakfast & lunch).

Boot Camp Information:

The MASMS Boot Camp is specifically designed to provide training for facility professionals. The training will be of great value for newly employed facilities managers or seasoned veterans.

The following topics will be covered:

Custodial | Grounds | Maintenance Management | Security | Health & Safety | Transportation
Standards | Best Practices | Training | Equipment | Management Tools | Inspections | Budgets | Staff Management & Development

Course Description

This course provides practical experience and proven techniques to help improve skills in the facilities management field. We will describe today's best maintenance practices and show how other schools have developed high performance facility departments

- Improve management skills
- Optimize maintenance department performance and productivity
- Increase leadership skills
- Prepare facilities department for the day to day challenges

Instructors This course is taught by seasoned experienced facility staff from public schools. Mike Boland (No St. Paul/Maplewood/Oakdale ISD #622), Scott Hogen (Mankato Schools), Chis Pint (Rosemount-Apple Valley-Eagan ISD#196) and Laura Masley (Elk River Schools), who have over 75 years of combined experience!

Contact the MASMS Office to Register | ruth@masms.org | 320-685-4585
Please indicate if you need a hotel reservation, and if so for one or two nights.

The "Tool Box" for Educational Facility Management Professionals



Health & Safety The MASMS Health & Safety Committee supplies information for this section. If you have a specific topic you would like to see covered, let the MASMS office know.

Recognizing on-the-job impairment.

When you hear the words “impairment at work,” alcohol or substance abuse likely comes to mind. But according to the Canadian Center for Occupational Health and Safety, impairment encompasses much more. “Issues that may distract a person from focusing on their tasks include those that are related to family or relationship problems, fatigue (mental or physical), traumatic shock, or medical conditions or treatments,” CCOHS states.

Other ways a worker can be impaired include experiencing harassment or bullying, having an unresolved problem with a co-worker, or being distracted by a non-work-related event, such as planning a wedding.

If an employee is experiencing impairment, his or her ability to work safely could be compromised by diminished cognitive abilities and judgment. The worker may exhibit erratic behavior, such as overreacting to criticism or being confrontational. If the employee’s impairment is because of alcohol-related issues, he or she may slur words, have an unsteady gait or smell of alcohol. The impaired worker may consistently be late, show a reduction in productivity or quality of work, or work in an unsafe manner.

What to do?

CCOHS recommends educating workers on recognizing the signs and symptoms of impairment, and knowing how to report concerns to a supervisor.

Likewise, once a supervisor has been alerted that a worker is showing signs of impairment, he or she must take action right away. CCOHS recommends:

- Taking the employee to a private area to discuss concerning behavior. (If the worker needs help right away, go to the nearest emergency room or call 911.)
- Having another supervisor or designated person be present as a witness.

Making sure the worker knows you’re not there to judge, and that you’re concerned about his or her safety and the safety of others. Reassure the worker that everything will be kept confidential. Then, ask the worker to explain what’s going on.

Depending on the situation, you’ll need to discuss the next steps. Follow your organization’s impairment policy. If necessary, notify senior management or a union representative of the situation. (Learn more about creating an impairment policy at ccohs.ca/oshanswers/hsprograms/impairment.html.) It helps to be familiar with resources that can help affected workers, such as an Employee Assistance Program. Encourage use of all available support programs, and help the worker seek treatment, if possible.

Does the worker need to leave the jobsite? If so, call a taxi or arrange an escort home – don’t allow the worker to drive.

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Tips if You Must do a PowerPoint

Here are some tips to make your next presentation more engaging.

Do you really have to do a power point?

By understanding whether this is the best way to convey the information, then you can use this tool more effectively.

Fundamentals

Guy Kawasaki's 10/20/30 rule is still very relevant today:

10 slides, 20 minutes, 30-point font. Period.

Hold back on jazzing up the slide transitions and adding videos. To add visual interest, add a full screen picture and talk it over.

Content and Delivery

- Once you know why you are creating a presentation and established the design, spend most of your time on the content and delivery.
- Be clear about what is being presented.
- Recognize why & how it relates to your audience.
- Set yourself clear expectations with start and end times—and keep them!
- **Avoid reading from your slides;** Slides shouldn't be the primary way you share the information. Instead, they should illustrate the point you're making. If the words you speak are the primary emphasis, whatever is on the screen should simply back it up and bring it to life.
- Include breaks if the presentation is longer than 20 minutes (make them fun breaks—pass out a piece of chocolate for audience participation).
- Provide a takeaway that summarizes the key points that is NOT the printed out notes page from the presentation. It should be a summary outline with key points, and **should be passed out before the presentation**, so the audience knows they can interact instead of trying to write everything down.

Use Stories Instead of Bullet-Points

People don't connect to products, or data, or companies. People connect to stories. Your job, when you're standing in front of the room, is to weave whatever important information you have into a story that helps people engage.

Use your PowerPoint to assist you in telling your story!



NEW EDUCATIONAL MEMBERS

Jordan Kern
Saint Agnes School


NEW BUSINESS MEMBERS

Stacy Strand, Flagship Recreation
Robbie Malinoski, CTB, Inc.
Todd Schmidt, The Garland Company
Gary Hess, Jaytech
Mike Polley, Siemens Industry Inc.


Looking for a Mentor? Options Include:

- Meet once a month with your MASMS Mentor
- Phone contact only—Contact only when issues arise or when you need advice.


Contact the MASMS office at ruth@masms.org if you would like to find a mentor!




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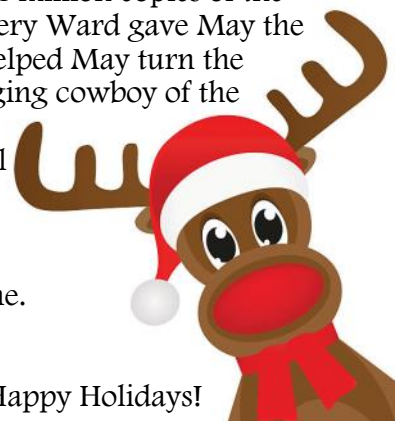
Rudolph the Red-Nosed Reindeer Was a Marketing Idea!



Most of us know that Rudolph was the last reindeer to join Santa's team for his sleigh, but did you know that he was created as a marketing idea for Montgomery Ward? Every year Montgomery Ward had been buying coloring books and giving them away to children during the Holidays as a marketing ploy, and in 1939 they decided they could save some money by creating their own coloring book instead of buying them from someone else. Robert L. May was a catalog writer for Montgomery Ward and was asked to create this new coloring book. Robert May had skipped ahead in school when he was younger and as a result was younger and smaller than his classmates and always saw himself as a kind of misfit, just like Rudolph's character. He was pondering how to create a story about reindeer and was looking out his Chicago office one foggy day and had the idea of a bright red nose that would shine through the fog.

In its first year of publication Montgomery Ward distributed 2.4 million copies of the book all around the country, an incredible amount given it was 1939. Years later Montgomery Ward gave May the rights to the story he had created. May's brother-in-law happened to be a songwriter and helped May turn the little book into a song. That song was picked up and recorded in 1949 by a very famous singing cowboy of the time, Gene Autry, and rose to number 1 on the Billboard pop singles chart and sold 2.5 million copies the first year! Eventually the song became the second best-selling record of all time, selling a total of 25 million copies! Later the story was turned into a stop-motion animated TV special and other sequels.

This one great idea provided financial support for May and his family throughout his lifetime. As for Rudolph: as they say...he went down in history.



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**Make this the year that you send most of
your team to MASMS Custodial Days!**

**Mark your calendar for the MASMS
Custodial/Grounds/ Maintenance days:**

Metro Area: June 17 or 18, 2020

North/NW/West Area: June 23, 2020

Southern Area: June 25, 2020

Conflict Resolution:

Be Constructive, Sound Cooperative, and Manage Your Conduct

Kit Welchlin

We all wish we could skip conflict. I don't think any of us really enjoy conflict. None of us go home at the end of the day and say, "Honey, let's have a conflict tonight." However, conflict is a healthy sign in relationships. It demonstrates that people still care and are willing to share what they think and how they feel. So, conflict can be constructive, if we sound cooperative, manage our conduct, and approach it with the right attitude.

Be Constructive: It is important to understand the positive role of conflict. Conflicts make us more aware of problems in our relationship that need to be solved. Conflicts encourage change, because someone is dissatisfied. Conflict energizes and increases motivation to deal with problems because of the fight or flight stress response. Conflicts make life and work more interesting because you can't believe people can think the way they do. Better decisions are generally made when there are disagreements because through conflict we fully consider the strengths and weaknesses of ideas and options.

Conflicts reduce the day-to-day frustrations of living with or working with someone. Conflicts help you understand what you are like as a person and what is really important to you. Conflicts can be fun when they are not taken too seriously. I suggest you see yourself as a consultant and simply ask questions and make suggestions. If handled properly, conflicts can deepen and enrich a relationship. Finally, conflict can lead to growth and development as an individual and in relationships because of the clarity of ideas it provides. Yes, conflict can be constructive, if we approach it with the right attitude, and consider all of the benefits. Conflict is often beneficial to the problem-solving process.

Sound Cooperative: Sometimes when people disagree, they raise the volume of their voices and sound aggravated. Conflict can ignite the stress response and cause us to take shallow breaths. This stress response can raise the pitch of our voice and cause us to sound anxious. We don't want that to be you.

One of the best ways to sound warm and cooperative is to deep breathe. When you properly deep breathe you can lower the pitch of your voice and soften the tone of your voice. Follow this formula for deep breathing: inhale five seconds, hold it fifteen seconds, and exhale slowly for ten seconds. Do that four times. It takes two minutes. It gives the heart the opportunity to pump your blood through the system twice.

Continued on Page 7

Conflict Resolution:

Continued from Page 6

Oxygenated blood is fuel for the brain and you have just gone from unleaded gas to jet fuel. Deep breathing increases your lung capacity to nearly 80%. It lowers the pitch of your voice and softens the tone of your voice. You sound warm and cooperative, even if you're not. If you know you are going into a meeting where there is going to be conflict, make sure you deep breathe before the meeting, not during it, otherwise people may misunderstand your intentions.

Manage Your Conduct: You may not be able to manage every element when it comes to conflict, however, you can manage your own conduct during conflict. Sometimes in conflict situations people get irrational and emotional and stop listening to each other. Engage only in those behaviors that are both good for the relationship and good for the outcome, whether or not other people respond in kind. Be rational, even if other people are acting emotionally, balance emotion with reason. Communicate understanding, even if other people deliberately misunderstand you, try to understand them. Listen to the other person, even if they are not listening to you. Consult with them before deciding on matters that will affect them. Be reliable, even if other people are trying to deceive you, neither trust nor deceive them, be reliable and rely on your persuasive skills. Communicate acceptance of their point of view, even if other people disregard your concerns as unworthy of their consideration, try to understand their perspective and be open to learning from them.

Sometimes conflict is simply a misunderstanding. Often you will find, that when you listen well, you can find common ground and create win-win solutions to your disagreements. Keep your composure, and the people you live with and work with will like solving problems and resolving conflicts with you.



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How to Keep Your Staff Motivated and Productive Through The Holiday Season

It's...the Holiday Season. It's that special time of year when almost every person is overrun with school, work, family, and social obligations, all wrapped up in the expectations and traditions.

Keeping your staff motivated and productive during the holiday season is tough. After all, they're experiencing their own holiday-related demands in their personal lives. They have holiday expectations of their own.

Here are a few things to keep in mind during the holiday season if you want to keep your whole team motivated.

Focus on the positive. The holiday season hits at the end of the year, and that can bring about a lot of negative thoughts for different reasons. They need you to help them keep a positive attitude. You have to be positive. You have to encourage your team to focus on the positive, and help them see it in everything.

Counteract the holiday sweets push. We all know that all kinds of treats and sweets are the norm during the holidays. There's nothing wrong with that. It's part of the fun. However, all of that sugar can lead to sugar crashes (and sleepy employees) during the day, or even employees made more susceptible to illness. Try to provide a few healthy treats along with the sweets!

If possible, try to respect employee family time. You will have employees who may need more flexibility in their schedule due to family requirements.

Keep an eye on employee morale. Morale can easily tank during the holiday season. Keep an eye out for it. Low morale is a kind of infection. When one employee has it, soon others do, too. Try to counter it as soon as you see it!

If you can, allow for early finishes. One of the best surprises for an employee is simply being allowed to go home early. In fact, nearly one-third of employees said that that would be the best gift an employer could give them. While you can't do this all the time, watch for every opportunity.

Celebrate the new year! This is beginning of the new year. There are all kinds of ways you could celebrate the achievements of your staff from the previous year, and all kinds of ways you could incentivize others for the coming year.

Most importantly, end the year with a positive note!

UPCOMING MASMS EVENTS



12/10/19	Metro Chapter Meeting
12/18/19	Southern Chapter Meeting
12/18/19	Northwest Chapter Meeting
12/19/19	Northern Chapter Meeting
1/14/20	State Meeting
1/15/20	West Chapter Meeting
1/16/20	Northern Chapter Meeting
2/11/20	Metro Chapter Meeting
2/19/20	Southern Chapter Meeting
2/20/20	Northern Chapter Meeting
2/26/20	Northwest Chapter Meeting
3/10/20	Metro Chapter Meeting
3/18/20	West Chapter Meeting
3/19/20	Northern Chapter Meeting
4/14/20	Metro Chapter Meeting
4/15/20	Southern Chapter Meeting
4/16/20	Northern Chapter Meeting
4/22/20	Northwest Chapter Meeting
5/6/20	West Chapter Meeting
5/12/20	State Meeting
6/17/20	MASMS Metro Custodial Days
6/18/20	MASMS Metro Custodial Days
6/23/20	MASMS No/NW/West Custodial Day
6/25/20	MASMS Southern Custodial Day
9/30/20	MASMS Fall Scholarship Golf Event
10/1/20	MASMS Fall Conference
10/2/20	MASMS Fall Conference
10/21/20	MASMS Southern Chapter Meeting
10/28/20	MASMS Northwest Chapter Meeting



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