



The "Tool Box" for Educational Facility Management Professionals

2015 MASMS State Conference

Educational Members - there is still time to register!

THURSDAY October 1st & FRIDAY October 2nd, 2015

**Education—Trade Show—MASMS Banquet—Entertainment - Networking
Holiday Inn, St. Cloud MN**



**Keynote Speaker—Thursday October 1st at 8:00 AM
Mr. Joe Schmit, Sports Broadcaster/Community Leader/Author
Silent Impact: Influence Through Purpose, Persistence and Passion**

In this high energy, high impact presentation loaded with humor, Joe Schmit inspires and teaches you how to ramp up the profound power of your influence. Through research, Joe has discovered that we make our biggest impressions when we are not trying to be impressive. You can become an "Impact Player" who makes everyone around you better just by being there.

40 Educational Sessions to Select From

**This year's conference provides educational sessions that are
beneficial to all areas of Building & Grounds!**

GREAT TRADE SHOW Your opportunity to meet and visit with vendors. At this Expo you will find 180+ Facility Management Vendors all under one roof!

PRESIDENTS RECEPTION and BANQUET Enjoy an evening with your peers networking, relaxing and honoring achievements.

TEN \$500 BUILDING AND GROUNDS GRANTS TO BE AWARDED

During the Trade Show on Thursday October 1, 2015 there will be drawings for ten (10) \$500 Building and Grounds Grants to be used for a building and grounds project of the schools choosing! If you register for the conference, you are automatically in the drawing! (Must be present to win).

NETWORKING Network and learn from your peers!



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**Call the MASMS office to register:
1-(888) 429-3884**



New MASMS Educational Members

Thomas Bravo, St. Louis Park Schools
 Douglas Engie, Moose Lake ISD #97
 Brin Schubitzke, Carlton Schools
 Denise Sundquist, Brainerd Schools
 Donovan Cleve, Eden Prairie Schools
 Terrance Zerwas, Becker Schools
 Jacob Breyer, Eden Prairie Schools
 Nina Hammer, Eden Prairie Schools
 Lori Nagle, Winona Area Public Schools
 Scott Albright, Winona Area Public Schools
 Tate Haynes, Mendota Heights ISD 197

New MASMS Business Members

Brice Buckingham,
 Belfor Property Restoration
 Marisse Bauer, Safetyfirst Playgrounds
 Jim Senst, Cool Air Mechanical Inc.
 Ryan Rognlie, Minnesota Elevator, Inc.
 Jeff Hanson, SCR Companies
 Karen Virnig, Milliken & Company
 Lonny Bach, B & L Utility Maintenance
 Nick Johnson,
 ASSA ABLOY Door Security Solutions
 Dale Swatkowski,
 Greener World Solutions, Inc.
 Erik Wange, Ideal Service Inc.
 Lon Hollister, FLR Sanders Inc.
 Michelle Anderson, Trane Supply
 Luke Pfothner, InGensa, Inc.

Congratulations new CPS Certified Members!

MASMS, in partnership with the Association for Facilities Engineering (AFE), is offered the Certified Plant Supervisor (CPS) training and examination on July 8th-9th, 2015

The following MASMS members took the time to study, attended the review class and passed the CPS exam!

Lori Hagle, Winona Area Public Schools
 Brad Neutz, Maple Lake Schools
 Scott Peterson, Robbinsdale Schools

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Matting Solutions That Improve Outcomes and Lower Cost



Scholarship Golf Event

September 30, 2015

Wapicada Golf Course

Sauk Rapids, Minnesota

Tee Off at 10:00 AM

**THERE IS
ROOM LEFT!**

**JUST CONTACT THE MASMS
OFFICE TO REGISTER FOR
THIS FUN EVENT!**

Wednesday Events September 30, 2015

Scholarship Golf Event

Wapicada Golf Course Sauk Rapids, Minnesota

Tee Off at 10:00 AM

- 5-8:00 pm Conference Registration
7:30 pm Business Member Appreciation
Reception & Entertainment

Thursday Events ~ October 1, 2015 **CONFERENCE KICKOFF!**

- 7:00 am Registration / Continental Breakfast
7:00 am MASMS Mentor Program, 1st Time Attendee

7:50 am Presentation of the Flag

8:00 am **Keynote Speaker, Joe Schmit**

"Silent Impact: Influence Through Purpose, Persistence and Passion"

Thursday Morning Educational Sessions

9:00 am Sessions (Pick 1 of 8)

How to manage your parking lots & other pavement. Michael Remington, Inspec

Chillers 101-Getting the Most!

Mike Lynch, Johnson Controls

Create Fair/Equitable Work Zones

Scott Haag, Hillyard

Irrigation Consideration for Healthy Turf & Water Savings

Sam Bauer, Univ of Minnesota

Safe School Self Assessment

Mike Christianson, MN School Safety Center

What is still missing from your construction project? Matt Lindberg, IEA

Learning Lab—Steam Trap Maintenance;

Boiler Water Treatment, Dual Fuel

John Bobence/Craig Kaufman, State Supply; Mike Comstock & Steve Norberg, Mulcahy Co; Paul Albinson, CenterPoint

Time Management

Terry Lehman, Prior Lake/Savage Schools

10:15 am Sessions (Pick 1 of 8)

Team Buy In Joe Schmit, Keynote

Requirements for Electrical Licensing

Steven Dudley & Sheldon Monson, Dept of Labor

Maximizing automation system value thru effective troubleshooting of bldg systems.

Jim Cooke, AKF Group

Your roof is how old? A low slope roof performance update. Gary Patrick, Inspec

OSHA & MN Schools ~ What's the target? Amy Satterfield, IEA

Impact of air leakage thru the air distribution system. Mark Litchke, Mavo Systems

Learning Lab—Steam Trap Maintenance;

Boiler Water Treatment, Dual Fuel

John Bobence/Craig Kaufman, State Supply; Mike Comstock & Steve Norberg, Mulcahy Co; Paul Albinson, CenterPoint

Essential Mgmt & Care of Synthetic Fields

Troy Carlson, Center for Adv Turf Technology

11:15 am Sessions (Pick 1 of 7)

VENDOR MEETING

Business Members Should Attend

Followed by Lunch at 11:45 AM in the Café/Legends Bar

What is your safety "game plan" for extracurricular events? Dan Fitch, IEA

What you don't fix on your roof can hurt you! Gary Patrick, Inspec

Community Solar Gardens

Margaret Bishop, Bishop Energy Engineering

What are the latest building systems, materials & energy design innovations?

Troy Miller & Kevin Holm, LHB

Office Visitor Management Strategy

Karl Lee, ICS Consulting &

Mark Eisenbacher, Cambridge Schools

What is our energy management system telling us?

Glen Birnstengel, So. St. Paul Schools

Asphalt Problems, Settlements & Potholes

Joe Hagen, JW Asphalt



*Providing Trusted
Health and Safety Solutions*

Renewing Your Vows

Understanding the Relationship between Customer and Supplier

Submitted By Joe Churchill, Reinders, Inc.

Great effort has been spent addressing the dynamics between employer and employees in an effort to improve this relationship. The desired goal is to make for a better work environment between the “coach” and the “players”. This important dynamic is no different in our business. The buildings & grounds supervisor is a “middleman” having to answer to a director, school board, immediate supervisor or other authoritative figure while also being required to provide direction to assistants, sports field managers, custodians, laborers, etc. When the roles are well defined and implemented, the work gets done, most everyone is happy and moral is high. It’s all good.

There’s another relationship in most every industry, certainly in ours, which oftentimes gets overlooked. This relationship is the one between the building & grounds manager and his/her vendors. There have been articles, columns and books written on the basics of the typical customer/vendor dynamic. It exists in daily life at your local fast food place, the dentist’s office, department store or auto repair shop. This relationship exists in our industry too. If you maintain buildings and grounds for a living, you can’t do it alone. Not only do you have co-workers, boards, committees and bosses, you also work with coaches, athletic directors, teachers, government agencies, contractors and suppliers. Ah yes, suppliers. . . .

What sort of relationship do you have with your suppliers? What sort of relationship do your suppliers have with you? What does a good relationship with a supplier look like to you? What do you suppose a good relationship with a customer looks like to your supplier? Do you align yourself with vendors who have similar values as yours?

Full disclosure here-- I make a living consulting and selling turf care products for an independent turf distributor. For 35 years, I have worked for either a manufacturer or a turf distributor. Although I have guided many professionals through the process, I have never grown grass for a living. Having come clean on that, I will also tell you this- I have studied “the dance” between professional turf managers and their suppliers during these 3+ decades. It has given me an intimate understanding of the different types of relationships that exist between the two. You have your own needs, your own style of doing business and your own ideas and priorities on what is important to you when choosing a supplier. Similarly, supplier reps each have their own style, selling methods and values.

If you are married or in a relationship, you know things don’t work well between you unless you and your significant other are willing to give a little. It’s the old “for better, for worse” and “in sickness and in health” fine print we all know about. If you need a brush up on how to sustain a wonderful relationship, read the book written by Gary Chapman entitled *The 5 Love Languages, The Secret to Love That Lasts*. I know that most of us burly men don’t engage in all this touchy, feely stuff. Check your macho ways and ego at the door for a minute and take a few minutes to read on.

Chapman claims that people, regardless of gender, are wired to need different things. It’s just the way we are. Without diving deep into the book, I will share Chapman’s 5 Love Languages:

~ Words of Affirmation ~ Quality Time ~ Receiving Gifts ~ Acts of Service ~ Physical Touch

In a nutshell, the message is simple. When we do nice things for our significant other, we most often come from a place of good intentions. We offer them the sort of love *we would like to receive* ourselves. The problem with this mindset is your loved one’s Love Language *may not be the same as yours*. To sustain a healthy relationship, you must determine what your partner’s Love Languages are and then act upon them. And here’s the kicker-- they may be totally different than yours! To simplify the message: You may like chocolate ice cream and she may like strawberry. If you buy her a chocolate ice cream cone (because that’s what you like), she will appreciate your kind act, but deep down inside, she would have rather had strawberry! Put in another way, you’re speaking English and she’s speaking Chinese. You both love each other, yet the love would be so much more enriched if you could speak each other’s language.

That’s all interesting you may think, but what the heck does that have to do with growing grass or anything else that’s on your “to-do” list?

Let’s frame Gary Chapman’s message a bit differently. Do you think maybe you, as a manager, might have specific ways in which you like to buy things? I bet you could give me 3 criteria that are most important to you when it comes to buying something or deciding from whom to buy it. Is it the brand? Is it the price? Is it the sales rep? Is it speed of delivery? Is it the supplier’s location and convenience?

Do you think maybe your suppliers have their own Love Languages? Do they value and respect the customer relationship? Are they more comfortable selling on price? Do they place value on research & product knowledge? How important is it to them that they believe in the product or service they sell? Do they prefer face-to-face visits or would they rather reach out via texting or social media?

Both the customer and the supplier need to know what language each other speaks. If you’re on the same wavelength, you can expect to strike a chord with each other. If you don’t seem to be getting along, you’re probably not communicating in a way that will satisfy either of your needs. You’re not being heard. Frustration sets in the buy/sell process fails.

So what sort of buyer are you? What sort of sellers are your suppliers? Can you find yourself and your product/service providers in the lists below?

Continued on Page 5

Renewing Your Vows Understanding the Relationship between Customer and Supplier (Continued from Page 5)

CUSTOMER TYPES

Lone Wolf: Introvert or reclusive; wants to “go it alone”; doesn’t look for help or see the need for it; been doing it this way forever and it works just fine for me; limited or no trade association involvement.

Transactional: Their only need is for a reliable product source; researches product and service features/benefits on their own; knows what they want and just needs a place to buy; first cousin to the Lone Wolf.

Mad Scientist: Likes to try new methods and new products; always reads up on latest technology and trends; embraces the cause/effect concept; wants to know why things happen; likes to ask lots of technical questions and review university data.

Ben & Jerry: Carefully builds a relationship with someone that is like-minded; looks for someone who will be their partner in growing turf; understands that a successful relationship works for both parties; is inquisitive and open to new ideas from their supplier partner; neighbor to the Mad Scientist.

Penny Pincher: Thinks lowest price is highest value; spends money like it is their own; no interest in product features/benefits; embraces “what’s my price” philosophy; friends with the Lone Wolf

SUPPLIER TYPES

Schmoozer: Likes to stop by and talk about the weather or last night’s ball game; may get around to asking you if you need anything; seldom comes prepared to talk about your needs or challenges; approaches a sales call as if you’re simply a name on a list.

Mr. Know-It-All: Fancies himself as an expert; has an ego the size of Texas; my way is the right way; questions customer’s skills or ability via innuendo and ill-thought questions; doesn’t bother to ask what your needs or challenges are.

Bargain Bob: Will beat anyone’s price; sees his value as being the lowest price in the market; doesn’t bother to ask what your needs or challenges are; places limited value on product quality or performance; plays golf with the Schmoozer.

Mad Scientist: Thrives by the science behind the product; makes everything a science experiment; overthinks every turf challenge; creates a lot of extra steps when attempting to fill a customer need; have you met his best friend, Mr. Know-It-All?

Mr. Q & A: Asks probing questions to determine customer’s needs; determines quickly what is important to his customer and responds accordingly; looks at his role as a problem solver and service provider; uses his expertise and product knowledge to create a professional partnership with his customer; provides relationship value.

Like the beginning of any good relationship, both sides need to get to know each other. You have your needs, know what is important to you and have a unique way of doing your job. Your suppliers have the same. No one type of buyer or seller is right or wrong. The key to a successful relationship is to learn each other’s Love Languages. If they mesh, you’re in for a long, beautiful relationship. If they don’t, you’ll both stay frustrated. Keep searching for Mr. Right! He or she is out there!

HEALTH & SAFETY Health & Safety Section



The MASMS Health & Safety Committee supplies information for this section each month.




If you have a specific topic you would like to see covered, just let the MASMS office know (ruth@masms.org).




School Starting—Safety Steps

- On mandatory fire drill must be conducted within the first 10 days of school.
- Safety committee meetings must be held quarterly.
- Back to school means back to safety: use your first safety committee meeting to identify 3 safety goals to accomplish through the school year!



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INFO@haldemanhomme.com

Vendor Corner

Mike Remington, Inspec
MASMS Vendor Representative



Don't Miss This Year's
Vendor Meeting!

If you are a Business Member attending the 2015 MASMS Conference, don't miss the Vendor Meeting on Thursday, October 1st at 11:15 a.m.!

We have a special room reserved for this year's Vendor Meeting and we will be discussing several topics important to MASMS Vendors including: recent growth of MASMS School Members, the new Northwest MASMS Chapter, the Minnesota Gift Law, and other current marketing and business issues you will find of interest!

After the Vendor Meeting will be the vendor lunch, and then the Trade Show later that same day. Make a point to attend this year's Vendor Meeting, and we all look forward to seeing you at this year's 2015 MASMS Conference!

Thursday Afternoon Events

12:15 pm Lunch & Business Meeting

1:00 pm Trade Show

NEW THIS YEAR

Drawings for ten \$500 Building and Grounds Grants to be used for a B & G project of the school's choosing! If you registered for the conference, you are automatically in the drawing! A name will be drawn every 20 minutes starting at 1:15 PM on the trade show floor.

Thursday Evening Events

5:45 pm President's Reception

6:15 pm MASMS Banquet & Awards
Entertainment at 8:00 PM



2015 MASMS Conference Schedule

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Friday Events –October 2, 2015**7:00 am Buffet Breakfast****7:30 am Retired Member & Past President Breakfast Gathering****8:00 am Idea Exchange** Please join us for an interactive session and learn from your peers!

Idea exchange topics for 2015: Strategic Planning ~ How can MASMS do more for you?

What do you need from MASMS? What do you want from MASMS committees? ... and more!

Friday Morning Educational & Round Table Sessions**9:00 am Sessions (Pick 1 of 8)****Field Safety is a Modern Day Concern**

Mark Nicholls, Turf Industry, Kiefer USA

Capital Improvement Master Planning Mike Condon, Inspec**The Maze of Managing and Verifying Building Operations and Performance** Kevin Holm, LHB**How to Select the Best Flooring for the Application Area**

Jeff Neyssen, Multiple Concepts Interiors

School Vehicles—Roundtable Discussion

Sgt. Chad Dauffenbach, MN State Patrol

Workmen's Comp 101 John Isakson, SFM**PERA Roundtable**

Phil Coleman, Public Employees Retirement Association

Public Speaking

Jim Leuer, Eden Prairie Schools

10:00 am Break & Networking**10:15 am Sessions (Pick 1 of 8)****Staffing—Roundtable Discussion**

Scott Haag, Hillyard

Modifying Facilities for Today's and Future Traffic Demands

Cliff Buhman, Inspec

Scoping out our schools; planning pest exclusion to stop pests before they enter our schools. Dr. Stephen Kells, Univ. of Minnesota**MASMS Certification Information**

Mat Miller, Austin Schools & Maureen Mullen, Rockford Schools

MN Adoption of the IECC 2012 and its Impact

Don Horkey/Ruairi Barnwell, DLR Group

Hands on IAQ Tools Jordan Cuzon, Field Environmental Consulting**PERA Roundtable**

Phil Coleman, Public Employees Retirement Association

Choosing the Next Lighting Upgrade

Wendy Fry, The Retrofit Company

11:15 am Capstone Closing Session**Leadership**

~ Scott Hogen, Mankato Schools & Mike Boland, No. St Paul-Maplewood-Oakdale Schools

12:15 pm Lunch and networking!**FACILITIES MATTER**

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The MASMS Memo Board

MASMS EXECUTIVE BOARD

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MASMS OFFICE

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To unsubscribe from this newsletter, please contact ruth@masms.org

MASMS CALENDAR

September 30, 2015

October 1, 2015

October 2, 2015

October 28, 2015

October 28, 2015

November 10, 2015

November 19, 2015

December 8, 2015

December 16, 2015

December 17, 2015

December 23, 2015

Scholarship Golf Event

MASMS 2015 Conference

MASMS 2015 Conference

Southern Chapter Meeting

NW Chapter Meeting

Metro Chapter Meeting

Northern Chapter Meeting

Metro Chapter Meeting

Southern Chapter Meeting

Northern Chapter Meeting

NW Chapter Meeting

Words, Words, the Power of Words

Words shape our perspectives and our lives. Words have the capacity to influence and inspire! MASMS members are a great asset; they are all a vast talent pool waiting to be tapped. The words you choose and the way you use them to communicate with other members will help you find positive connections!

It's Called Networking!!

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- Natural Gas Energy Analysis
- Steam Trap Audit

Contact Key Account Manager Paul Albinson at 612-321-4323 (800-234-5800, ext. 4323) or Paul.Albinson@CenterPointEnergy.com.

CenterPointEnergy.com/MNEducation

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