



**Eastern Iowa Chapter
International Facility Management**

November 2009

Celebrating 20 years 1989-2009

2009 Executive Board

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Date: Tuesday November 10, 2009

Time: **6:00 – 8:00**

Location: The Hon Company
200 Oak Street
Muscatine, IA 52761

Please note the change in start time

Agenda:

6:00 – 6:15

Registration and Networking

6:15 – 6:45

Dinner & Business Meeting (Dinner will include Hot French Dip Sandwiches, bottled water or pop)

6:45 – 7:45

Tour (Tour Guide Tim Smith)



Directions: From I-80 Take the IA-38 S/US-6 W exit, EXIT 271, toward WILTON/MUSCATINE. Turn RIGHT onto US-6/IA-38. Continue to follow IA-38 S. IA-38 S becomes IA-92/US-61-BR/E 2ND ST. Turn RIGHT onto OAK ST. 200 OAK ST is on the LEFT.

REMINDER – If you RSVP for a meeting and don't attend you will be sent an invoice for the amount of the meeting. We are still responsible to the caterer for the cost of your meal. If you have questions please let Tracy know.

If you would like to carpool to Hon from the Coral Ridge Mall please let me know when you RSVP

RSVP to Tracy @ tracyparizek@gmail.com before noon on Friday November 6th

**Remember Carpooling:
Use as much as you can & let Kay Volz know if you would like to do so; she can make others in your area aware.**

IFMA Councils and Communities Webinar Calendar

Date	Time (Central)	Council	Topic	Speaker/Moderator	Length
11/4/09	11 a.m.	Corporate Facilities Council	First Wednesdays	Michael Redding	60 minutes
11/5/09	11 a.m.	FM Consultants Council	Paying Attention to the Soft Skills	Kit Tuveson, Mark Sekula, Becky Beilharz	60 minutes
12/3/09	12:30 p.m.	Banking Institutions & Credit Union Council	LEED Accreditation (requirements for a person to become LEED certified – tentative).	TBA	60 minutes

Facility Management Professional (FMP) Credential

The FMP designation is for entry-level and transitioning facility professionals who do not yet have the hands-on experience required for obtaining the CFM. A knowledge-based credential, the FMP is designed to accelerate the FM's transition into the profession and prepare for the demands of today's dynamic workplace.

Why should you get an FMP?

- The course curriculum required to achieve IFMA's FMP credential will prepare you for the unique challenges of the profession, focusing on competencies essential to an FM's day-to-day responsibilities.
- FMPs who maintain their professional growth have a greater chance of successfully completing the CFM Exam and joining the elite circle of Certified Facility Managers.
- Whether you are applying for a position or promotion in the field or planning to do business with an FM, the letters "FMP" after your name demonstrate your professional knowledge.

Who should apply for an FMP?

- Facility management practitioners with less than five year of experience.
- Transitioning professionals with significant experience in related careers.
- Partner practitioners such as architects, designers and safety engineers
- Associated corporate providers of FM products and services.
- Students entering the profession from colleges, universities, and certificate or technical programs.

The Program – Just Two Simple Steps

Step 1: Complete the required courses.

The FMP requires the completion of NIU's four approved IFMA courses, designed to provide attendees with critical skills and knowledge necessary to succeed in facility management. These competency areas are essential to anyone working as or with a facility manager.

Step 2: Submit your application to IFMA

Download the online application form at www.ifma.org

Eastern Iowa IFMA
2009/2010 Programs

Date: September 8, 2009

Anniversary Celebration

Location: United Fire & Casualty Co.
Cedar Rapids, IA

Time: 5:30 – 8:00

Date: October 13, 2009

Location: Rockwell Collins
Cedar Rapids, IA

Date: November 10, 2009

**Location: The Hon Company
Muscatine, IA**

Date: December 8, 2009

Location: Design Engineers
Cedar Rapids, IA

Date: January 12, 2010

Networking Meetings

Location: TBA

Iowa City/Coralville, IA

Time: 11:30

Location: Biaggi's

Cedar Rapids, IA

Time: 5:30

Date: February 9, 2010

Location: Mount Mercy College
Cedar Rapids, IA

Date: March 9, 2010

Location: University of Iowa Research Park
Coralville, IA

Date: April 13, 2010

Seminar

Location: ACT

Iowa City, IA

Topic – Operations and Maintenance
Building Systems Overview

Date: May 11, 2010

Location: Kirkwood Community College
Cedar Rapids, IA

Certified Facility Manager (CFM) Credential

The CFM credential sets the industry standard for ensuring the knowledge and abilities of practicing facility managers. It is the only globally recognized certification for the facility management profession.

Why should you get a CFM?

- CFMs have proven their abilities and demonstrated their commitment to achieving excellence in the profession.
- Earning your CFM is one of the most important career decisions you can make.
- Facility managers must be proficient in a wide range of competencies, and the CFM designation shows the level and skill you achieved.

What is the certification process?

1. **Candidate requirements:** Candidates must meet the education and experience requirements outlined below. If you are unsure you meet the requirements, please contact IFMA
2. **Competency area courses:** There are ten areas of skill and knowledge necessary for a successful manager (see below).
3. **Application for the exam:** Once you have taken the course, you are ready for the exam. Submit your CFM application through the IFMA Web site at www.ifma.org.

Candidate Certification Requirements

Education	Years of FM Experience
Facility management master's degree or bachelor's degree from an IFMA recognized program	3 years
Related bachelor's degree	4 years
Non-related bachelor's degree or associates degree	5 years
Some post-secondary education	8 years

Competency Area Courses

The Business of FM

Planning & Project Management

Human & Environmental Factors

Finance

Communication

Operations & Maintenance

Leadership and Management

Real Estate

Quality Assessment and Innovation

Technology

November Membership Anniversaries

Theresa Chapel – 20 years

Connie Chapman – 11 years

Jon R. Ellstrom – 4 years

Debra A. Macke – 2 years

Jim McDowell – 1 year

Cynthia L. Stamp – 1 year

David Vazquez – 5 years

Congratulations!!

Nonverbal Negotiations

It's not always what you say...

- Body language speaks volumes.

(from Midwest Meetings Magazine – by Peter Stark)

If you've ever tried to learn a different language, then you know how difficult it can be to train yourself to communicate in a new way.

Now consider this: the words that come out of your mouth only transmit about 10% of your message. Experts say nonverbal cues and signals can make up the other 90%. When you're negotiating contracts with suppliers, do you know what you're really saying? Do you know what the other person is thinking?

For some people, the ability to read body language comes as naturally as breathing. For others, it requires a conscious effort to notice and interpret the signs.

The good news is that you can learn to improve your nonverbal communication skills. The better news is that by doing so, you might be able to improve the results of your negotiations.

"Strong nonverbal communication can help your negotiation by signaling to your counterpart that you are confident in both your preparation prior to the negotiation and the position you are taking during the negotiation," says Peter Stark, who has been training negotiators for more than 15 years.

Stark, co-author of *The Only Negotiating Guide You'll Ever Need*, believes confidence is the most important aspect of successful negotiation.

"Negotiator will actually lower their aspirations and ask for less when they know their counterpart is confident in their position," he says. "Most often, confidence is telegraphed in nonverbal behaviors."

You might want to start by studying your own behaviors. Have a colleague videotape you while you speak. Then, when you play the video, hit the mute button. Watch your gestures and movements, your stance, your expressions. Without hearing the words that go along with your actions, what message do you interpret? Do you appear nervous? Confrontational? Uncertain? Preoccupied? Play the video back again and identify any actions that create a negative impression.

Try the same tactic with a video of a speaker whom you feel exudes confidence. Pay particular attention to hand gestures, eye movement and posture. What is different between the speaker's actions and yours? Which behaviors can you incorporate to give off a more confident air?

Tone and inflection of voice are also important factors.

"One great exercise negotiators can try is to look into a mirror and practice asking, *I need you give me a 10% discount.*

"The first time, emphasize the word *I*," Stark says. "At the end of the sentence, trail your eyes away from looking in the mirror. Now try it again. This time, emphasize the word *you*, and at the end of the sentence, continue to look at the mirror. Hold the eye contact for at least two seconds after you complete the sentence. It may even feel a little uncomfortable, but then again, when your counterpart has confidence and you do not, it does feel a little uncomfortable."

Once you have an understanding of the nonverbal message you transmit while speaking, you can work to improve and enhance your persona, or your "public personality." By paying attention to your own body language, you can develop a better grasp on how others perceive you. Knowledge is power, according to Stark.

"Confidence: it is the number one key," Stark says. "The best way to gain confidence in a negotiation is to be well prepared. The side with the best and the most information usually gains the best outcome.

IFMA Calendar of Events

2009

Sept. 15 – 18	The Business of FM Course Houston, TX
Sept. 17 – 18	CFM Exam Review Palo Alto, CA
Oct. 3 – 6	IFMA's 2009 Fall Symposium Orlando, FL
Oct. 7 – 9	World Workplace Conference & Expo Orlando, FL
Nov. 10 – 11	Operations and Maintenance Competency Course Houston, TX
Nov. 12 – 13	CFM Exam Review Houston, TX

2010

Jan. 19 – 22	The business of FM Course Houston, TX
Feb. 9 – 10	Leadership and Management Competency Course Houston, TX
Feb. 11 – 12	Planning & Project Management Competency Course Houston, TX
Mar. 23 – 24	Operations and Maintenance Houston, TX
Mar. 25 – 26	Sustainable FM: A Practitioner's Guide to Greening Your Facility Houston, TX

The IFMA education department is offering you *even more* opportunities to achieve your professional education goals.

See our website for more details
<http://www.ei-ifma.org/resources.html>

Thank You

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