

F. M. News

K. S. U., Division of Facilities

Newsletter: December 2014

Collaborative Trades Ownership Efficiency Pride Response Time Familiarity of Colleges Division of Facilities Expertise Knowledge

The **Division of Facilities** is a very important part of the University and we are proud of everyone who helps meet the needs of our vibrant and growing Campus. As the Campus continues to undergo significant change, the Division of Facilities is changing in order to provide more robust and efficient services by restructuring maintenance into zone teams. It's an exciting time to be part of the team!

Five zone-areas were geographically defined by considering many perspectives, including: building size, building complexity, College of occupancy, and proximity of travel. It's important to note that Vet Med is zone-area #6, and has been operating as an independent zone-team for many years.

As opposed to the traditional one trade/shop approach, each zone will have a full staff of tradespeople to service HVAC, Electrical, Plumbing, Carpentry and Preventive Maintenance issues.

The change to Facilities maintenance services should be noticed because we feel the benefits to the Campus Community will be significant!

Interviews for team-leaders have been completed and selections are awaiting HR approval. The immediate next step will be to meet collectively with team-leaders to begin the assessment of strengths and weaknesses among maintenance staff in order to make appropriate zone-team assignments.

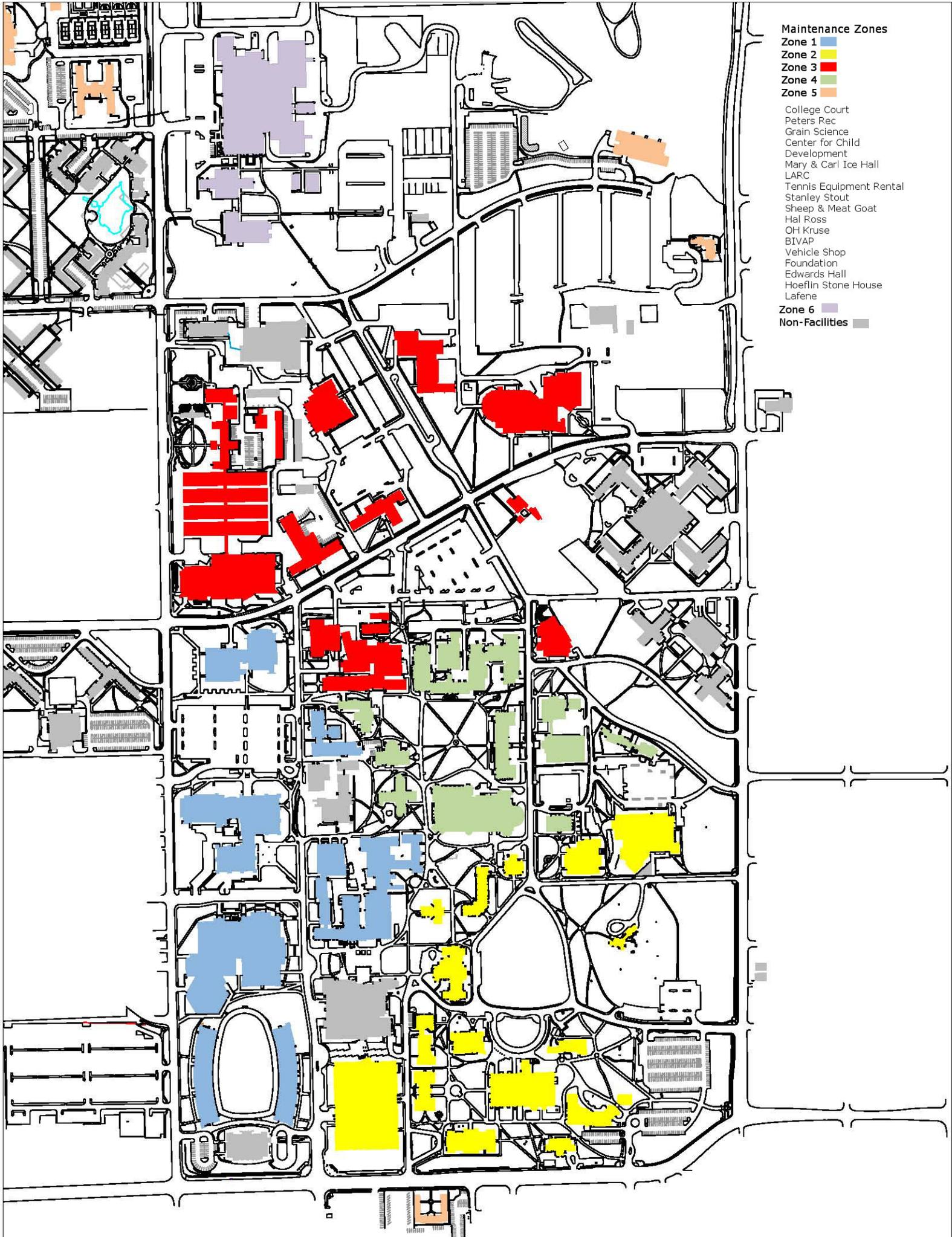
Each team will be comprised of the following resources: (1) Team-leader, (2) HVAC, (1) Electrician, (1) Plumber, (2) Preventive Maintenance /Carpenters.

Home base for all teams will be located in the Facilities Building located North of Dykstra Hall. The goal is for each technician to have a vehicle, which is why parking in that area has been expanded in the past few weeks.

The date for transitioning to zone-team maintenance is this upcoming 2015 Spring Semester, albeit there are many moving pieces and details that need solidified before making the transition. We appreciate the patience and willingness of our maintenance staff to embrace this strategic change in order to make our Division a more responsive and efficient business unit.

Casey Lauer, Facilities Assistant Vice President

On the following page is a color coded map used for reference. Zone 6 (light Purple color) is the Vet Med Complex which will remain the same. Due to the large size of campus; the map was reduced and cropped to display in the FM News. Zone 5 (peach color) includes all the "Perimeter" buildings maintained by Facilities. A list of those perimeter buildings are included by name on the following page. The buildings in gray are non-facilities buildings and are maintained by others. More information will be published in upcoming F M Newsletters, keeping campus informed of changes.



Maintenance Zones

- Zone 1 ■
- Zone 2 ■
- Zone 3 ■
- Zone 4 ■
- Zone 5 ■

- College Court
- Peters Rec
- Grain Science
- Center for Child Development
- Mary & Carl Ice Hall
- LARC
- Tennis Equipment Rental
- Stanley Stout
- Sheep & Meat Goat
- Hal Ross
- OH Kruse
- BIVAP
- Vehicle Shop
- Foundation
- Edwards Hall
- Hoeflin Stone House
- Lafene

- Zone 6 ■
- Non-Facilities ■

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Unleashing your potential

9 Ways to be a Positive Communicator



1. Shout Praise, Whisper Criticism - This phrase comes from the original Olympic Dream Team and Detroit Pistons coaches Chuck Daily and Brendan Suhr. They won NBA Championships and an Olympic Gold medal with a lot of talent and great communication. They gained the trust of their players and built winning teams by praising in public and constructively criticizing in private. Shouting praise means you recognize someone in front of their peers and whispering criticism means you coach them to get better. Both build better people and teams.

2. Smile More - When you share a real smile it not only produces more serotonin in your brain but in the brain of the recipient of your smile. Just by smiling at someone you are giving them a dose of serotonin, an anti-depressant. Never underestimate the power of a smile. As a positive communicator you have the power to make someone feel better just by smiling.

3. Don't Complain - When you complain you lose power, effectiveness and credibility as a communicator and leader. Most of all complaining is toxic and sabotages you and your team. Complaining is like vomiting. Afterwards you feel better but everyone around

you feels sick. I know it's a gross analogy but you'll never forget it.

4. Encourage - Truett Cathy said, "How do you know if a man or woman needs encouragement? If they are breathing." We all need encouragement and positive communicators encourage and inspire others to do more and become more than they ever thought possible. Great communicators are great encouragers.

5. Spread Positive Gossip - Instead of sharing negative gossip, be the kind of communicator who spreads positive news about people. My college lacrosse teammates Mike Connelly and Johnny Heil are famous for this. Whenever you talk to them they are always praising our mutual friends. "Did you hear how awesome so and so is doing? Their kids are doing great!" They never say a negative word about anyone. They always spread the positive news and the best part is that you know when you are not around they are likely sharing something positive, not negative about you.

6. Sometimes You Have to Listen More and Talk Less - Positive communicators don't just talk. They listen. They ask questions and really listen. Research shows that when people feel like they are seen and heard there is a moistening in the eyes and yet in 90% of our conversations there is no moistening in the eyes. Positive communicators make others feel important by listening to them and truly hearing what they have to say.

7. Welcome Feedback - Positive communicators also listen to and welcome ideas and suggestions on how they can improve. They don't fear criticism. They welcome it knowing it makes them better. They

send a clear signal to their team, customers, coaches, etc. that they are always willing to learn, improve and grow. Positive communicators say "I'm open. Make me better. Let's get better together."

8. Celebrate Success - Instead of focusing on what went wrong each day, positive communicators focus on what went right. They celebrate their successes, even the small ones, knowing that small wins lead to big wins.

9. Give High Fives, Handshakes, Pats on the Back, Fist Bumps and Hugs When Appropriate - Positive communication isn't just verbal. It's also physical. Several studies have demonstrated the benefits of physical contact between doctors and patients, teachers and students and professional athletes. For example in one study the best NBA teams were also the touchiest (high fives, pats on the back, hugs). In a world where physical touch has become taboo because of misuse and abuse we must remember that it is a way we humans communicate naturally and is very powerful and beneficial when done appropriately with good intention. Personally I'm a fist bumper and a huger. When I meet people at speaking engagements I give them a choice. Bump or Hug. Whichever they are more comfortable with is great with me. -Jon

<http://www.jongordon.com>



President Kirk and Dr. Noel Schulz cordially invite you to a Holiday Reception at the President's home, 100 Wilson Court. All Faculty and staff are invited December 15th, 2014 from 12:00 to 1:00pm and 3:30 to 5:00 pm. Punch and cookies will be served.



December Birthdays

12-1 Matt Chubb

12-2 Cherry Rosenberry, Deena Barger, Jonathan McBee

12-6 Chris Holliman, Augy Gonzales

12-7 James Manns, Matt Smith, Youn Wong Kwon

12-8 David Bainter, Steven Jones

12-9 Hye Suk Stoddard

12-10 Mike Stoddard

12-11 Darlene Jones

12-13 Adam Ukena

12-14 Daniel Bostrom, Quentin Rawlins

12-17 Dennis Brady, Son Kutei

12-18 Kenyon Fryman

12-19 Lex Pearson

12-20 Connie Sandner

12-21 Patrick Lancaster

12-22 Chris Falley, Isaac Williams

12-24 Linda Pfaff

12-25 Cathy Hodges, **Christmas**

12-26 Tyson Cott, Bernard Brehmer



12-27 Sally Avery, Lynn Schwandt

12-29 Chris Coyle, Henry Billings, Taylor
Nickles, Paul Terzi

"Remember there's no such thing as a small
act of kindness. Every act creates a ripple
with no logical end." Scott Adams

Who is New...

October 26, 2014:

Margaret "Emmy"
Chamberlin was reclassified
to Project Manager. She is
still working for Ryan
Swanson in Facilities
Planning & Facilities
Management.



November 3, 2014:



Randy Evans was hired as
a Custodial Specialist. He
is working for Rod Hodges
in the Ahearn Complex.

November 19, 2014:

Steven Ricker was hired as a
Custodial Specialist. He is
working for Mike Price on
the Custodial night crew.

