

# F. M. News

K. S. U., Division of Facilities

Newsletter: March 2013



Unleashing your potential

## THE POWER OF POSITIVE INTERACTIONS

John Gottman's pioneering research found that marriages are much more likely to succeed when the couple experiences a 5 to 1 ratio of positive to negative interactions whereas when the ratio approaches 1 to 1, marriages are more likely to end in divorce. Additional research also shows that workgroups with positive to negative interaction ratios greater than 3 to 1 are significantly more productive than teams that do not reach this ratio.

So what does this mean for you and me? For most of us it means we need to increase the number of positive interactions we have at home and at work and reduce our negative interactions.

We need to engage each other with more smiles, kind words, encouragement, gratitude, meaningful conversations, honest dialogues and sincere positive interactions. And to foster these actions we need to create personal and team rituals that help us interact more positively. If we make them part of our organizational process and individual habits they are more likely to happen.

For instance, at home you might decide to take a walk with your spouse each night after dinner and talk about the positive things that happened at work. The more you practice this the more it will become ingrained in your life. At work

you might make it a point to smile at your co-workers and customers more often. As a manager you would spend more time praising your employees for the things they do right rather than always focusing on what everyone is doing wrong. A manager I know makes it a point to personally praise 5 people every week. As an organization you might gather all of your employees on a call once a day to share a positive message. Or perhaps you might gather your sales team together each week and have your team members share success stories. The ideas are infinite. The key is to intentionally cultivate more positive interactions to fuel success.

However, please know that this doesn't mean we should never have negative interactions. Barbara Fredrickson's research from the University of Michigan shows if a work group in a company experiences a positive to negative interaction ratio of 13 to 1 the work group will be less effective. This implies that no one is willing to confront the real problems and challenges that are holding them back.

Sometimes we need to confront a situation to move past it and, as we know, ignoring problems that stare us in the face doesn't work. Negative interactions are necessary so long as they should occur much less frequently than positive interactions.

Positive interactions are essential to a healthy marriage, positive work environment and individual and team success. In this spirit when you are finished reading this, I encourage you to go thank someone at work or at home and let them know how they impacted your life in a positive way. Then make it a habit.

Author Jon Gordon, <http://www.jongordon.com/>



Reflecting on Jon Gordon's article; I think of this last couple of weeks or so here at Facilities. There has been a gigantic push by a lot of folks on campus to prepare for the start of K-State's 150<sup>th</sup> birthday bash. Facilities folks played a large part in this. No more had the dust settled from that event and campus was hit by a major snow storm. When most of campus was safe at home, Facilities folks and others were shoveling, plowing and moving snow to insure campus would be clean and safe when it opened the next day. Then, once again in the same week, Facilities braced for yet another disastrous storm. Although at the last minute, this storm took a more southeastern turn, the anticipation of what we saw predicted by weather analyses made for stressful times as Facilities folks worked to devise a plan and be prepared for the incoming storm.

One needs to be reminded that many of our staff come to work at five and six o'clock in the morning and that a lot of those live 30 or more miles away from campus. Often, they are on the roads before the snow plow has been on the highways. Some of our folks come to work around 3:00 PM or later, some finishing their shift close to midnight. Most of our staff are seasoned workers and, to tell the truth, we are an aging population.

This is our job and this is how we pay the bills, just like everyone else on campus, with the most notable difference being that the employees moving snow, driving to work in the dark, making an extra effort to make campus presentable, are in fact some of the lowest paid workers on campus. Perhaps it is just Murphy's Law or internal fortitude, but it is what we are made of.

To quote Jon Gordon, "Positive interactions are essential to a positive work environment and individual and team success". And so it is nice to hear positive remarks from campus on the

work Facilities did. Pamela Foster from Affirmative Action wrote in a letter to administration, "I just wanted to let you know how much I appreciated the great job your staff did clearing the walkways and streets on campus. Please let them know their efforts were truly appreciated, especially considering that the campus was closed. The university could not function as effectively without them."

In a letter to Grounds West supervisor, David Stuhlsatz; administrator Shirley Arck from the Veterinary Health Center wrote, "Gosh, you and your crew have done a great job of taking care of our snow removal needs during and after this big storm. We really appreciate your attention to all the details that show you understand and care about making sure we are able to meet the needs of our patients. Thank you so much for taking such good care of us."

At 7:00 am the morning after the storm, Dr. Rice wrote to directors, "Wish to congratulate all your people for the great job they have performed in removing snow and in supporting those who remove the snow. Toured the campus this morning and what our Facilities people achieved is something to be very proud of. Thank you to everyone for their work and dedication to Kansas State University."

Cindy Bontrager, Interim Vice President of Admin & Finance, responded back to Dr. Rice, "Yes, thanks to all of you and your staff for the hard work and job well done. President Schulz drove around campus yesterday afternoon and remarked what a good job facilities staff had done clearing the snow!"

This last month, Dr. Rice received two letters concerning a temporary custodian. LTC Robert B. Dixon, Professor Military Science, wrote, "The Department of Military Science and Army ROTC would like to express our gratitude for Mr. Kwon and the custodial

services that he provides to Myers Hall. He takes pride in his work and is willing to go above and beyond his required duties. We have prospective students and families visit our building on a daily basis, the cleanliness of the facilities is never an issue. We appreciate Mr. Kwon and the dedication he has for his job.”

AFROTC/Aerospace Studies wrote, “Passing on our appreciation for our custodian, Younwong Kwon. Mr. Kwon takes very good care of us and our building, General Richard B Myers Hall. He checks with us regularly to see if there are extra requirements we need that he can do for us. Mr. Kwon is very conscientious of the work he does here. We have several military distinguished guests visit here at General Richard B Myers Hall. Because of the effort and service he gives this building, we never need to ask him to give us extra cleaning to make ready for these visits. Because of the amount of students in and out of this building, Mr. Kwon has many challenges keeping this building clean. Past custodians have not had a lot of pride in their work here in this building, but we see this pride and concern everyday with Younwong Kwon. We really appreciate having him here. He is always courteous, friendly and a very hard worker. We enjoy having him here. We hope you will pass on to him our appreciation and kudos for all he does for us.”

On February 22, administration received a letter from the office of the president stating, “We would like to thank you and your team in Facilities Maintenance for the wonderful job that you did before, during, and after the Kick-off Celebration for K-State’s Sesquicentennial. Your staff did an outstanding job preparing Ahearn Field House for the event. The team you put together for the celebration weekend was exceptional—from carpenters, to electricians, to those involved in set up and tear down for the Kick-off. We know that many, many people put in extra hours to make sure

that everything was done right and on time. Ed, please let everyone in Facilities Maintenance know how very much we appreciated all that they did to make the Sesquicentennial Kick-off such a success. We could not have made it happen without you.” It was signed by, Kirk H. Schulz, President; Jackie L. Hartman, Director of Community Relations; and Megan D. Umscheid, Project Coordinator.

Special thanks to those who notice the work our staff do and are courteous enough to pass that information on to our administration. Facilities cares for 90 plus buildings and 650 acres of landscaped property! Kudos to Facilities staff, for your hard work and dedicated service!

“The difference between ordinary and extraordinary is that little extra.” ~ Jimmy Johnson

A bad attitude is a self-inflicted wound. It's friendly fire. It's a self-fulfilling prophesy. You're defeated right out of the gate. ~ Scott Couchenour

## *Who is New...*

January 30, 2013:

Melanie F. Klein was rehired as a temporary Landscape Architect II. She is still working for Mark Taussig in Campus Planning.



February 4, 2013:

Bradley A. Freeman was hired as a temporary Custodial Specialist. He is working for Mike Price on the Custodial night crew.





Judy Fiegener was hired as a Custodial Specialist. She is working for Mike Price on the Custodial night crew.

February 25, 2013:



Timothy Garibaldi was hired as a permanent G. M. R. T. He is working for Barbara Elliott on the Moving and Hauling Shop.

Harold (Steven) Parmer was hired as a G.M.R.T. He is working for Donald Wainwright in the Electric shop.



Patrick Hodgson was hired as a temporary Architectural Intern. He is working for Annette Rohde in Campus Planning.



February 11, 2013:



Alfonso S. Leyva was hired as a temporary Administrative Assistant. He is working for Mark Taussig in Campus Planning.

## BIRTHDAYS IN MARCH



3-2 Joe Myers, Eugene Williams, Su Maloney, David McMullen

February 18, 2013:

Carrie J. Keck was hired as a temporary Accounting Specialist. She is working for Elke Yergin in the Financial Services.



3-5 Clinton Grubbs

3-6 Michael Price, Marvin Childs

3-9 David Debusman

3-11 Dallas Hirsch

3-12 Jody Snowberger, Misty Jamison

3-13 Tom Gallo, Bill Stout

3-15 Lucas Pinnick

3-18 Diane Wester

3-19 Darrell Nelson, Thomas Bartlett, Daniel Boller

3-20 Charles Kranz

3-21 Michael Ashcraft

3-22 Shuang Hao, Michael Salsbury, Abe Fattaey

3-24 Brian Morgan, Harry Sender, William Hynek

3-25 Stephanie Brecheisen, Kelly Levinson

3-29 Susie Kohler

3-30 Christopher Fleeker, Douglas Ray

**ANTHONY WHETSTONE, FACILITIES CUSTODIAN AT BEACH MUSEUM OF ART**, stopped to inform us of their new exhibit. In conjunction with K-State's 150<sup>th</sup> celebration, Beach Museum presents the "Museum of Wonder" which they say, "is meant to pique your curiosity and enhance your enjoyment of unusual, sometimes bizarre, treasures from K-States history."

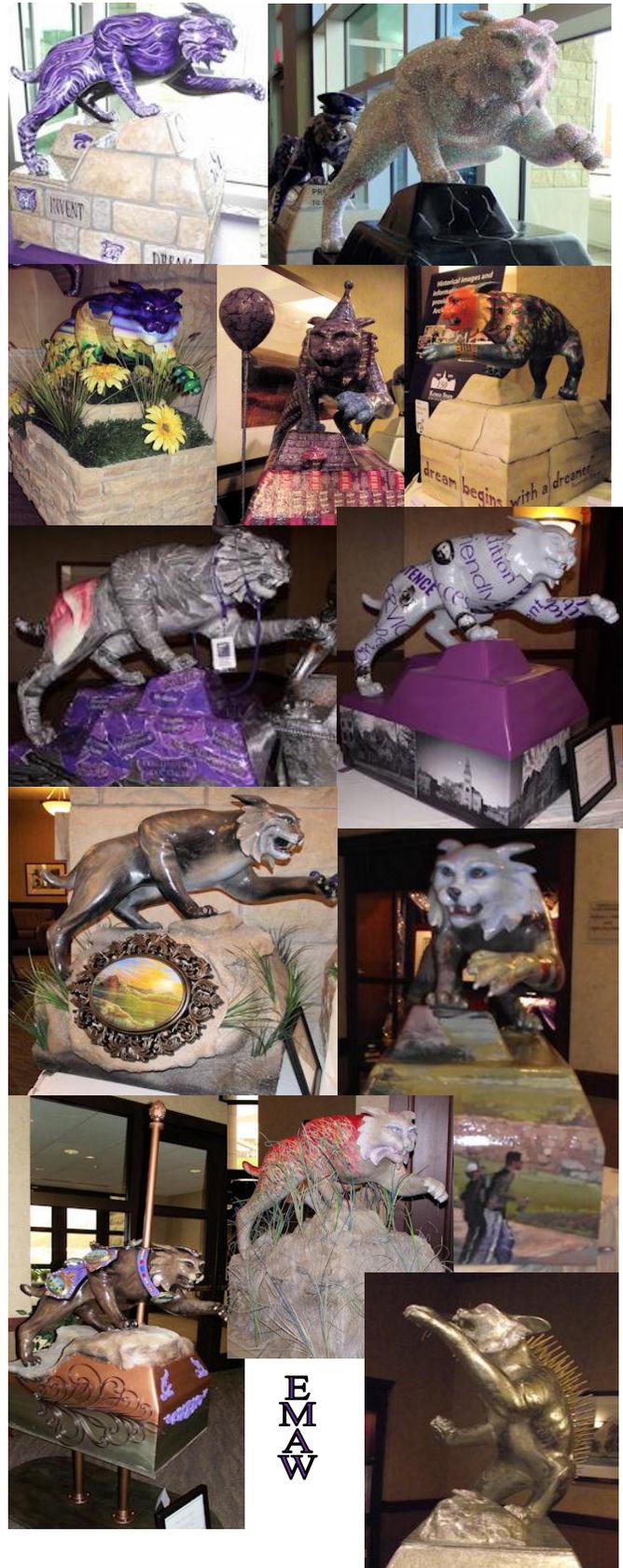
The museum pamphlet states, that many individuals, colleges, and departments throughout Kansas State University, lent time in finding unique objects to loan for exhibition. The exhibit includes such things as a World War I gas mask, cow skeleton, millstone made of granite, Pawnee culture gift pot, Klein bottle, Collidge x-ray tube, brain coral, Pallasite Meteorite and the list goes on and on. The exhibit will be open until mid-October. Take some time and stop by. Below are just a few things you can see...





Many Facilities folks enjoyed 150<sup>th</sup> kickoff event held at Ahearn Field house, looking at the different displays, tasting the new Call Hall ice cream and decorated cupcakes while taking in other festivities. Several of the decorated "WildCats" were on display at Ahearn and also at the Alumni Center. This was called the Wildcat March. Kansas artists, architects, photographers and designers have painted, decorated and/or adorn fiberglass Wildcat statues. These Wildcats then will be exhibited around Manhattan during the sesquicentennial celebration and in September be auctioned to the highest bidder.

For more information on the continuing celebration go to the web site: <http://www.k-state.edu/150/>



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