



IFMATM **Chesapeake Chapter**
International Facility Management Association

December 2020 Newsletter

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Annual Holiday Gathering! Date Change and Now Virtual!



Date: Thursday, December 10

Time: 5:00 – 6:30PM

Location: Via Zoom

Free for Members & Sponsors; \$15 for guests

~ Community Outreach Toy Drive ~

This year we will once again collect new, unwrapped toys for children of all ages that will be Donated to Happy Helpers for the Homeless for distribution to children in need in Baltimore City and Glen Burnie.

OR you may make a donation online at:

<http://www.happyhelpersforthehomeless.com>

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Toys may be dropped off at Martin's West, 6817 Dogwood Road, Baltimore, Maryland, 21244, in the Executive Lobby, prior to Monday, December 14, by noon, or contact Chapter Administrator, Elizabeth@cqiassociates.com for additional locations.

PLEASE put on your Santa hat, fill your toy bag, and help us create magic for area homeless children!

ALSO: When you shop through <http://www.smile.amazon.com>, you may designate Happy Helpers for the Homeless as the charity to benefit from your purchases, and the money will assist local homeless families in need. Thank you for supporting Happy Helpers for the Homeless!

Click [here](#) to register

AWARD TO THE CHAPTER FROM HAPPY HELPERS FROM THE HOMELESS



Executive Director Bobbi Coffman presented an award to IFMA Chesapeake for partnering with Happy Helpers for the Homeless for three years. The Chapter has provided a check each year, funded by proceeds from the golf outing, and large quantities of toys have been donated by the members.

Bobbi and her team do phenomenal work in the community, providing food and clothing year-round, and toys for children at Christmas, and the Chapter is proud to support their efforts.

<http://www.happyhelpersforthehomeless.com>



VIRTUAL “BEST PRACTICE IDEA EXCHANGE” – AN OPEN FORUM DISCUSSION

Date: Wednesday, December 16 & January 20

Time: 8:30-9:30 AM

Location: Via Zoom

Free for Members & Sponsors; Members may bring a guest

Topic: Share Your Thought and Ideas

Your input has been valuable and we continue to solicit your ideas and topics for conversation!

There will be several **break-out rooms** during the Idea Exchange and each room can be **moderated by a Subject Matter Expert**. Would **you** be willing to moderate?

Contact Mike Antill at Mike.Antill@cort.com to participate.

Join the Chesapeake Chapter conversation to share **your** Best Practices.

Exchange to focus on the 11 Core FM Skillsets. View Skillsets [Here](#)

Bring **your** ideas, questions and suggestions and learn how fellow Chapter FMs and Associates can help each other to attain a higher level of well-being and knowledge in these new and unprecedented times.

Click [here](#) to join the Conversation

DECEMBER WELLNESS WORKSHOP

POSTURE CLINIC FOR DESK DWELLERS WITH DAGMAR BOHLMANN



Constantly remembering to sit and stand up straight seems like a lot of work. It is so much easier to simply give in and let your body go with gravity, right? But as we age, gravity effects our body's abilities to function properly, exacerbates health issues and can affect our mood.

In this workshop, you will learn how posture influences your wellbeing... it's more than you might think.

This workshop is for you if:

- You sit the majority of the day
- You stand most of your time
- You feel low energy
- You experience breathing problems
- You suffer from pain in your neck, shoulders, lower back, hips
- You get regular headaches
- You feel anxious, sad or overwhelmed

Improving your posture is not as difficult as you think. In this interactive workshop you will learn what proper posture looks like. A few simple stretches will not only change the way you sit and stand but also how you feel.

Presenter:



Dagmar Bohlmann, E-RYT500



Dagmar Bohlmann Wellness

Webinar Sponsors:



Dagmar Bohlmann (E-RYT500) is a registered yoga and Pilates teacher with over 25 years of experience teaching groups in various forms of exercise. She believes the best teachers continue to be students and pain points in the body. Read Dagmar Bohlmann's complete bio [here](#)

Click [here](#) to Register

FM Perspective: Bringing Your "A" Game to Customer Service

Expertise is great, but perhaps the most important skill to success as a facility manager is great customer service and communication with occupants. Here's one FM's take.

By Charles Thomas, SRI International for FACILITIES MANAGEMENT



A facility manager's job is to keep things running smoothly behind the curtain, so the show on the main floor can go on without interruption. Ultimately, the mission is to make way for the end users' comfort and ability to exclusively focus on their work without unnecessary interruption. Excluding this mission from any facilities program can result in simple but incomplete tasks disrupting the occupant's day. Lights being out, coffee machines not working or being out of coffee and creamer, or empty soap dispensers, hand sanitizing stations, and paper towel dispensers negatively impact the end user and can become commonplace if the end user experience is not made a central part of the facilities program.

With most companies, organizations, and groups, if a single customer service experience ends poorly for an end user, it can be very hard to come back from the negative perception and assumptions that experience leaves behind. When attempting to lay down a solid foundation, it is best for the facility manager to try to start out on a great note with everyone they interact with. Great customer service can mean listening to someone talk about something that has nothing to do with their job, taking care of a task for someone, even just smiling and saying hello and good morning in the hall.

This does not mean the FM should not be themselves, or that they should try to be a constant people pleaser. Teams are always put into situations where they may have to say no, or they will not have the answer to something right then and there. It simply means that it is best they be on their A game when it comes to dishing out great customer service. There is a certain way to say no, and depending on how much care is taken in the communication style and delivery of customer service, a positive interaction for the client may still be able to be achieved.

What kind of operator are you?

There are many different variations of facility management operators, but in this case, we'll narrow it down to just three:

Tier 1: This operator is about nothing but excellence and is fully committed to that excellence. Customer service is at the core of what they do on a daily basis. The tier 1 operator executes in the shadows by taking care of an issue before end users even know there is one. They are proactive in every area and always pushing beyond the limit toward getting better every day at what they do and where they see themselves in the future. When the big emergency comes knocking, the tier 1 operator gets the first call, email, or message. They welcome the pressure of potential failure on any obstacle or project and see the task as a major challenge to figure out, like putting together a 5,000-piece puzzle. They are results- and mission-driven and there is nothing that will get in their way of achieving the desired results for the sake of the team. This operator gets better and better by being in competition with themselves, because they know what they are capable of.

Tier 2: This operator is also about excellence, but is in a different lane than the tier 1 operator. They will do most things asked of them, but only because they are being asked, told, and reminded to do so, not because it just needs to be done. Tier 2 operators must always be asked, told, and reminded about things they should be doing. Tasks are hard to piece together daily, and when the list of things to do gets larger with an individual project on top of that, they easily fold under that pressure. Excellence and greatness are a blurred vision of theirs, but it is a vision at least. They know they could be much better, but don't naturally know what mindset is needed in order to reach the tier 1 level. They care, but they do not want to directly put themselves in the fire that facility management can bring sometimes, just for the fear of failure. Doing their best to overcome that fear of failure, honing the skill of adaptability, and focusing on their attention to detail in every area is how this operator will move up in the ranks.

CLICK [HERE](#) FOR THE REST OF THE ARTICLE

[FM RESOURCE DIRECTORY](#)



IFMA Chesapeake can help you find top notch, reliable vendors for services needed at your facility, such as pest control, emergency services, furniture and so much more! Click here to access the Members on-line Resource Directory. [IFMA - Chesapeake Business Directory](#)

Please consider our associate members when you need an excellent service provider at your facility. Count on our annual chapter sponsors to provide you the best service and pricing!



[Discover Chesapeake Chapter's LinkedIn Group](#)

LinkedIn is a great way to connect with your colleagues in the FM industry and stay informed on current events and industry news. You may also share *your* knowledge or start a group discussion about a topic of interest to you.

Visit www.linkedin.com to create an account. Search for IFMA CHESAPEAKE CHAPTER and follow the prompt to request to join.

Note: *This group is only open to Chesapeake Chapter members.*



Looking for a great candidate to fill an open position at your facility? Send your job postings to René Carter rcarter@urinow.com and we will post them here, and on the website.

[Upcoming Events](#)

Educate | Engage | Encourage

The latest news in the FM world and the Chapter's upcoming events are at your fingertips!

Click [here](#) to view calendar of events and register.