



IFMA's **FACILITYFUSION**

2019

Conference & Expo

April 8-10

Atlanta Marriott Marquis
Atlanta, Georgia, USA

FORGING
VISIONARY
LEADERSHIP

Session #7.02/8.02

It takes more than TALKING to be a leader

Better communication habits to help us all.

A dynamic workshop – Part 1

Alana F. Dunoff, ProFM, FMP, IFMA Fellow
Lesley Groff, CFM



CEUs & CFM® Maintenance Activities

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance activity credit for attending sessions at IFMA's Facility Fusion.

To receive CEU points, you must add the US\$20 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

To Receive 1 CFM Maintenance Activity (6 required for recertification)

- Record your attendance for the three-day conference on your CFM Recertification Form in CAMP. Documentation is not required for credit since Credentials Staff can verify your attendance.
- At re-certification time, submit your completed CFM Recertification Form.

Managing CEUs:

- Log into the **Attendee Service Center**: https://events.ifma.org/facilityfusion/2019/registration_update.cfm Your log-in information was sent to you when you registered for the conference.
- Click "Start CEU Process" on the left-hand side.
- Click "Start" next to the session you attended.
- Complete the session evaluation.
- Click "Start Test" next to the session.
After passing the test, your certificate will be available for download.

****If you wish to receive CEUs or LUs for other organizations, you must contact those organizations for instructions on reporting credit hours.**

Your Feedback is Valued!

Please take the time to **Evaluate Sessions**

Log into the Attendee Service Center

https://events.ifma.org/facilityfusion/2019/registration_update.cfm

YOUR HOSTS

Lesley Groff, CFM

Sr. Supervisor Buildings & Grounds,
UGI Utilities, Inc.
26 years in FM



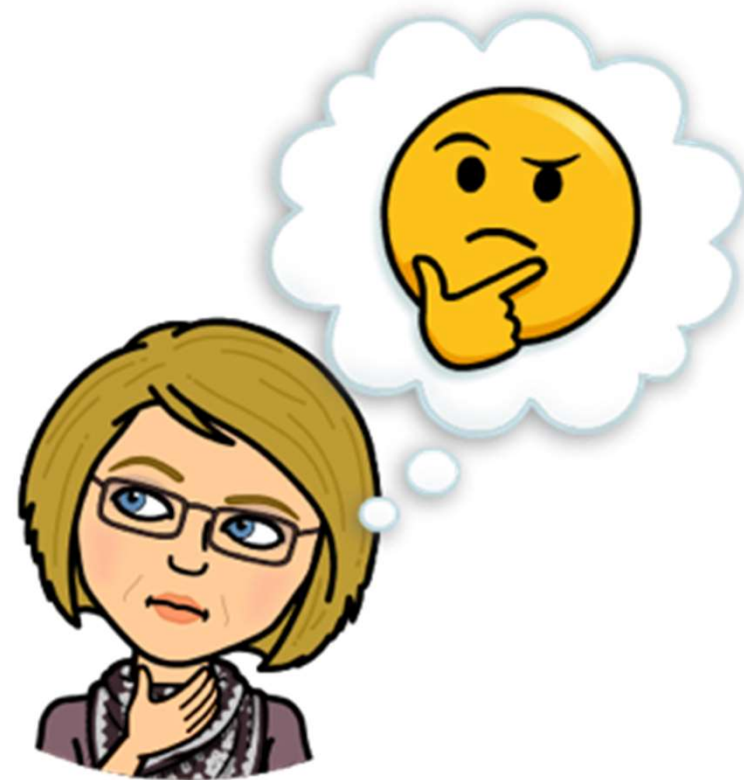
Alana F. Dunoff, ProFM FMP, IFMA Fellow

Strategic Facility Planner, AFD Facility Planning
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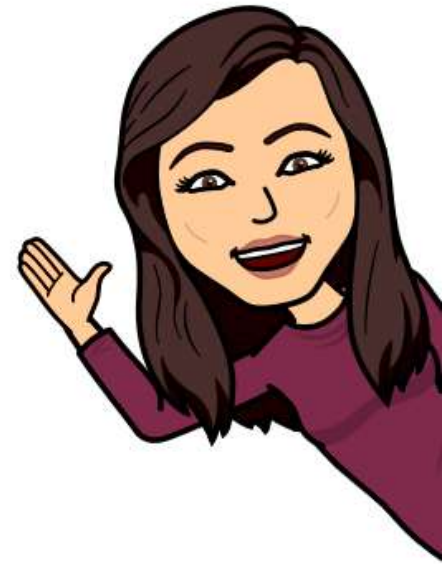
OUR AGENDA

- Communication & Listening
- FM Leaders Panel
- Short Break
- Roundtable
- New Habits
- Know our audience/handout



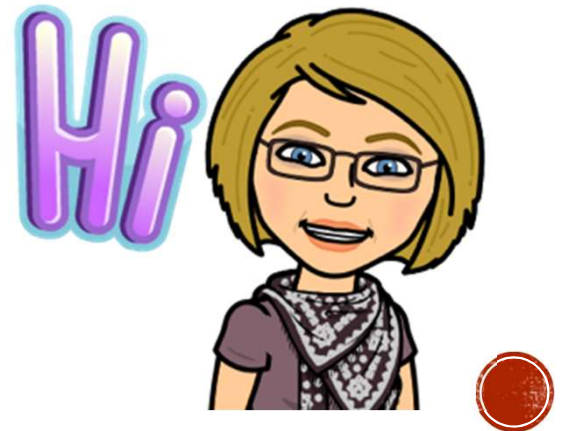
WHO IS HERE?

1. 1st time attendee to Fusion/IFMA Conference?
2. 2-4 year attendee to Fusion/IFMA Conference?
3. You've lost count...



WHO IS HERE?

1. New to Facility Management (1-3 years)
2. Been in the industry for a bit (4-8 years)
3. Too many years to count...
4. Chapter, council, component leader

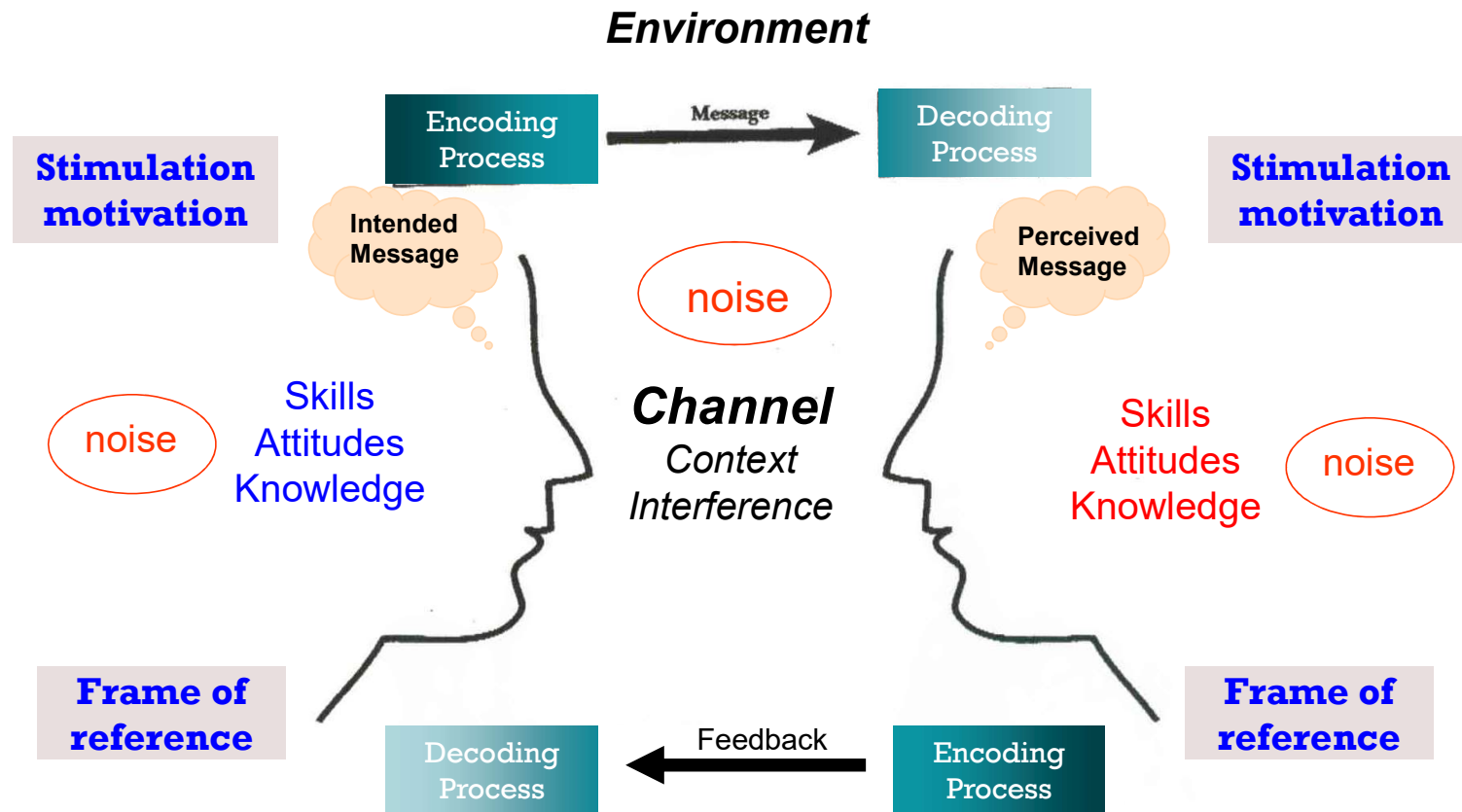


How well we communicate is determined not by how well we say things, but how well we are understood.

- Andrew Grove, Former CEO Intel Corporation



COMMUNICATION PROCESS MODEL



HOW WE COMMUNICATE

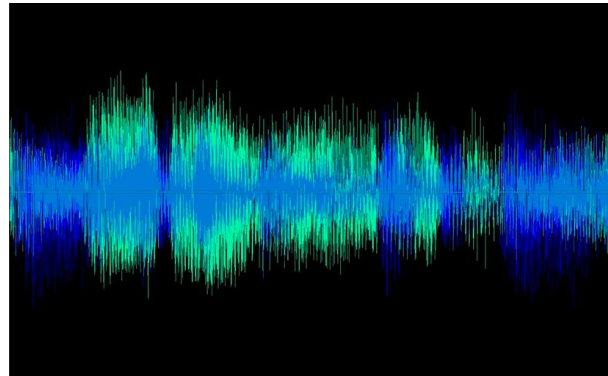
Words we use

7%



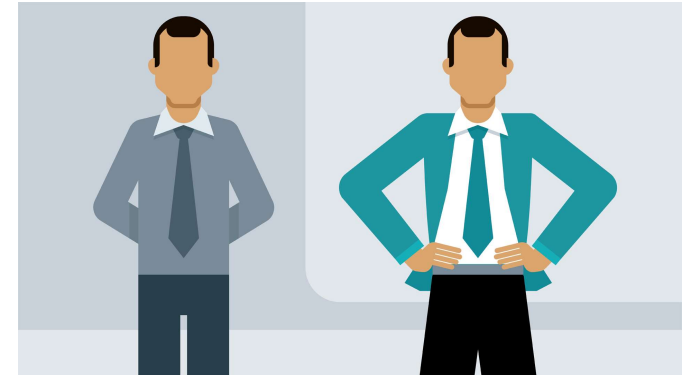
How we say
words, sounds,
tones we make

38%



Nonverbal, body
language

55%



ORAL COMMUNICATION CHOICES



Builds trust, sensitive/difficult information, immediate response, questions, individual and large groups



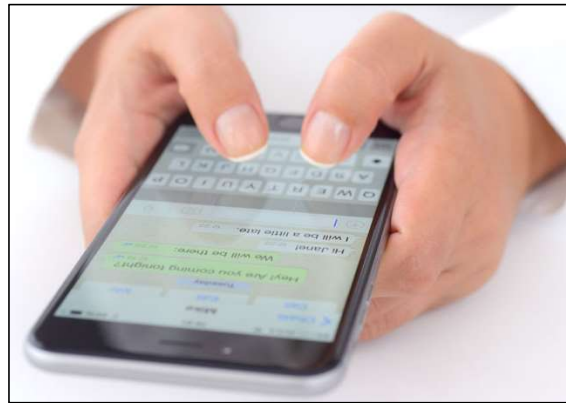
Brief messages



WRITTEN COMMUNICATIONS CHOICES



Complex information, details, reference, share with many



Brief messages; quick answers



Visual, remind, reinforce, engage



Non sensitive, engage, share with many



ACTIVITY: WHAT DID YOU SAY?

Find a partner

- **Round 1** (1 minute)
 - **Person Speaking** – Talk about something you really have enjoyed here at Fusion
 - **Person Listening** – Listen as if this is the most interesting person in the world

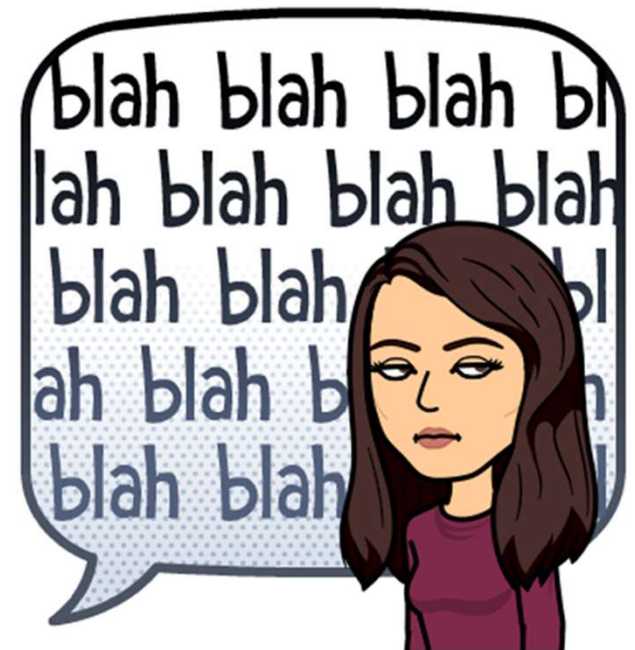
Go On...



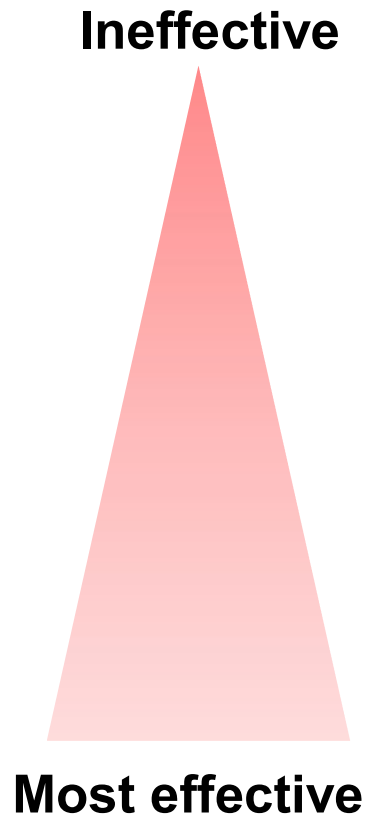
ACTIVITY: WHAT DID YOU SAY?

Switch with your partner

- **Round 2** (1 minute)
 - **Person Speaking** – Talk about something you really have enjoyed here at Fusion
 - **Person Listening** – Act as if this speaker is boring, dull and stupid



LEVELS OF LISTENING



Ignoring

Making no effort to listen

Pretending

Making believe that you are listening

Selective

Hearing only what interests you

Attentive

Paying attention; listening carefully; observant

Empathetic

Listening and responding with both the heart and mind to understand the speaker's words, intent, and feelings





Most people do not listen with the intent to understand; they listen with the intent to reply

- *Stephen R. Covey*

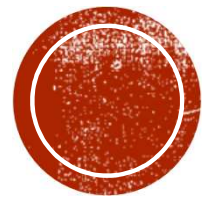


OUR BRAINS & COMMUNICATION

Fills in gaps based on what we believe is true;
often with incomplete information

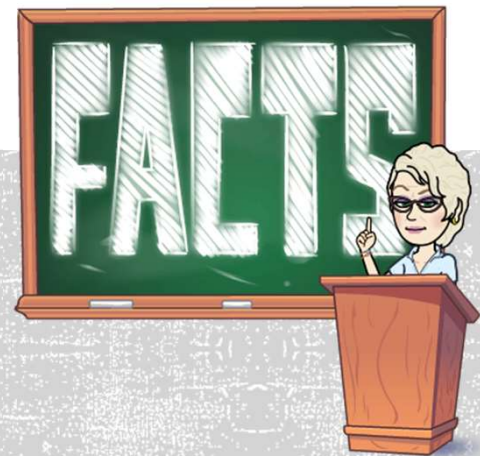
ICE CREAM IS GOOD

JGF GPFAM JS CQQD



FM LEADERSHIP PANEL

Leaders sharing their communication stories



MEET OUR PANELISTS

I am sending
you a Bitmoji



**Kathy O. Roper, RCFM, LEED AP,
IFMA Fellow**
Practitioner, Teacher, Researcher
38 years in FM

What a
LIFE



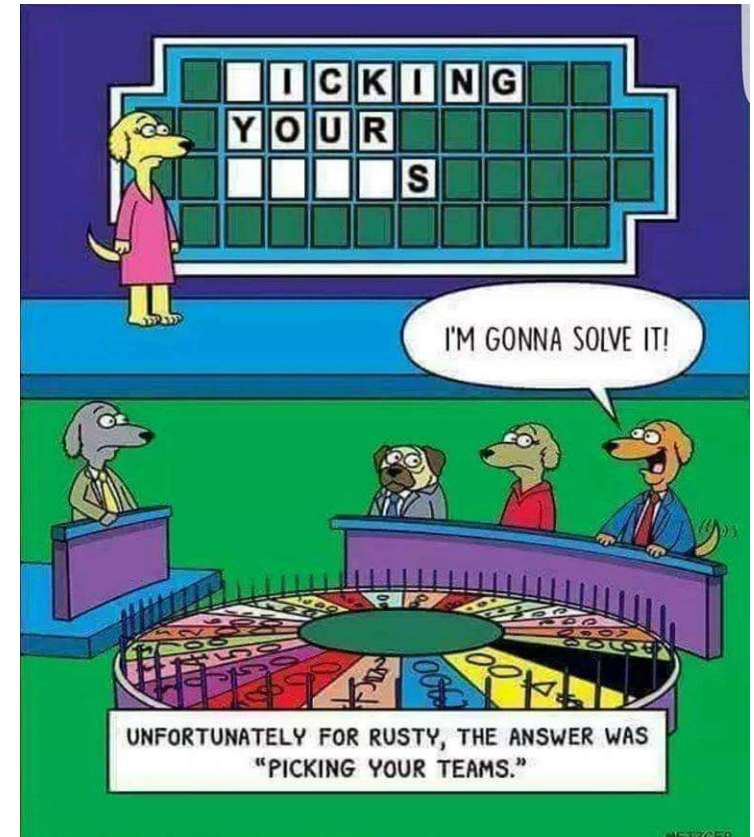
Debi Gilbert
VP of Business Development
The GreenSeason Group
4 years in FM



Trent C. Patterson
Corporate Facilities Manager
Haverty Furniture Companies, Inc.
9 years in FM



Come
back for
part 2!



Lesley Groff, CFM, Sr. Supervisor Buildings & Grounds, UGI Utilities, Inc. lgroff@ugi.com

Alana F. Dunoff, ProFM, FMP, IFMA Fellow, AFD Facility Planning/Temple University
alanadunoff@gmail.com

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WHAT YOU MISSED...

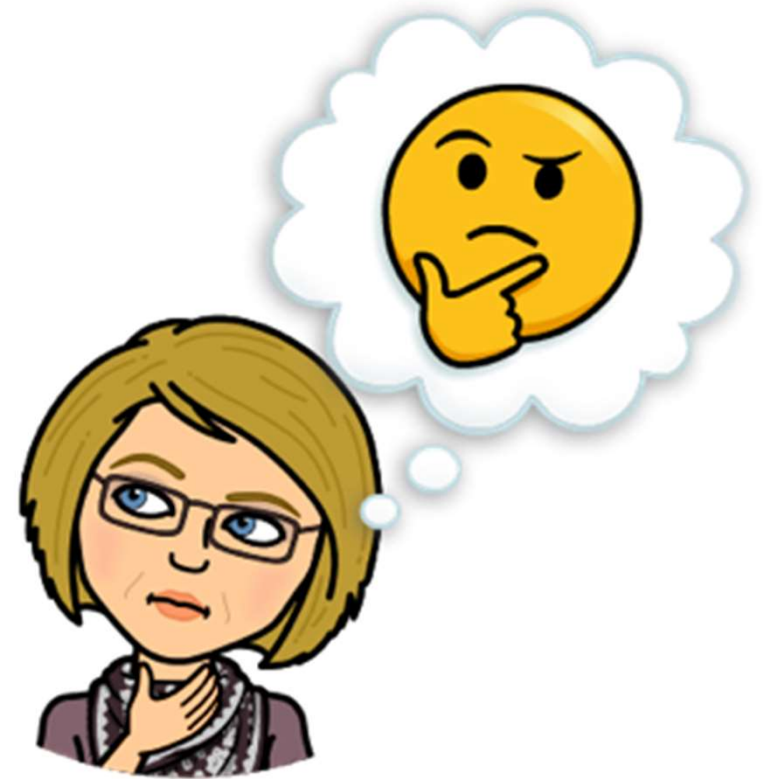


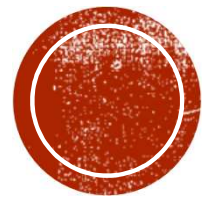
1. Communication is a feedback loop
2. 7% are words, 93 % body language and tone
3. Empty your glass to truly listen to the other person
4. 3 fabulous FM leaders sharing their communication stories and lessons



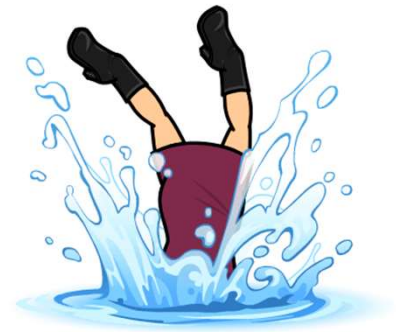
OUR AGENDA

- Communication & Listening
- FM Leaders Panel
- **Roundtable activities**
- **New Habits**





ROUND TABLE CHAT

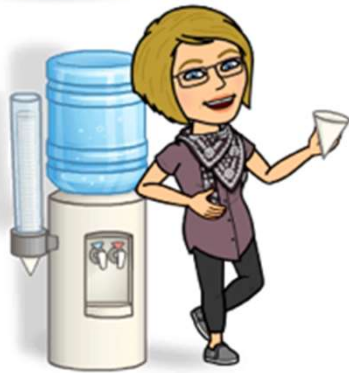


Let's take these ideas and dive into them together.

Q1A. WHAT IS YOUR MOST PREFERRED NATURAL STYLE FOR COMMUNICATIONS?

Take a sticky and write down the number of how you most prefer to communicate at work. Be honest. We will collect.

let's
DISCUSS



1. Face to Face
2. Texting
3. Instant Messaging
4. Phone
5. Email
6. Virtual (video)



Q1B. WHAT IS YOUR LEAST PREFERRED NATURAL STYLE OF COMMUNICATIONS?

Take a sticky and write down the letter of the method of communicating you really don't like to do at work. Again, be honest. We will collect.



- A. Face to Face
- B. Texting
- C. Instant Messaging
- D. Phone
- E. Email
- F. Virtual (video)

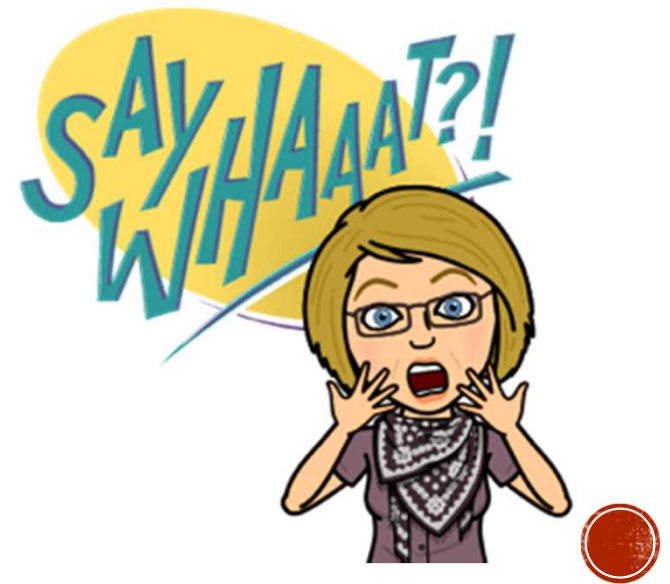


Q2. THEY DID WHAT?

Each table has been given a communication scenario problem.

As a team talk about the problem and jot down your answers to the following questions. We will share.

1. What is really happening?
2. How could this problem be resolved?
3. What communication techniques/tools could be used?



Q1A-B RESULTS - PREFERRED NATURAL STYLE OF COMMUNICATIONS — **YOUR INPUT**

Most Preferred

1. Face to Face - 34
2. Texting - 3
3. Instant Messaging - 2
4. Phone - 1
5. Email - 16
6. Virtual (video)

Least Preferred

- A. Face to Face - 1
- B. Texting - 13
- C. Instant Messaging - 12
- D. Phone - 6
- E. Email - 5
- F. Virtual (video) - 17

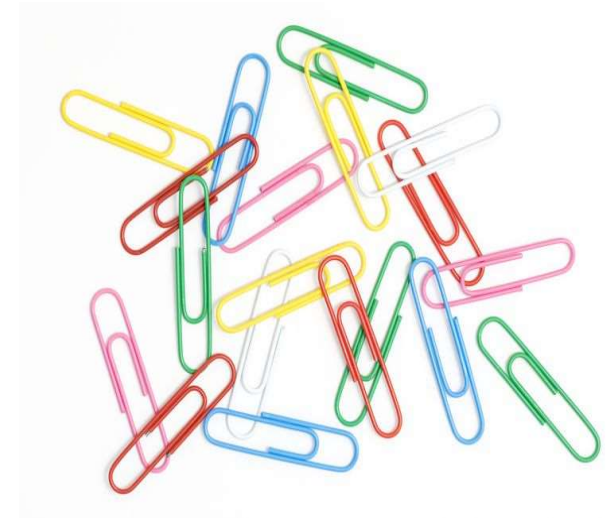
We clearly prefer face to face – and not a fan of the texting/IM – is that generational?



Q2. SCENARIO 1

Jane is an admin in a big company, she has been increasingly frustrated by how filthy the work space is and has been insisting that the cleaning company is not doing their job. As a test, one night before going home, she threw some paperclips under her desk. The next morning, she calls the FM irate that the intentionally planted paperclips were still under her desk and the cleaners are not doing their job. The FM believes that Jane is a constant complainer who is never going to be pleased.

1. What is really happening?
2. How could this problem be resolved?
3. What communication techniques/tools could be used?



Q2. SCENARIO 2

The Block company is moving. Peggy is the CEO's admin responsible for the move. Deb is the VP's admin responsible for packing her area. Peggy told everyone that she would handle marking filing cabinets to be moved. Day of the move comes and the cabinets were not labeled. The movers start moving cabinets without labels. Deb wanting to be helpful starts labeling the cabinets to be moved. Peggy flips when the wrong older cabinets were moved and the newer units were inadvertently trashed. Four weeks later, the admins still aren't speaking causing continued disruption and turmoil and the FM is getting pulled into the feud.

1. What is really happening?
2. How could this problem be resolved?
3. What communication techniques/tools could be used?



Q2. SCENARIO 3

The Zenith company is undergoing a significant renovation on the 2nd floor of their 4 story building, including demolition, construction, and new furniture. Most of the work is being completed during the day and project is on schedule; painters have just started their work. An employee smells a funny odor and calls OSHA. OSHA comes out and shuts the project down pending an investigation. The FM is furious that the employee didn't call him first.

1. What is really happening?
2. How could this problem be resolved?
3. What communication techniques/tools could be used?



Q2. SCENARIO 4

Sharon is a brand new FM with little practical experience responsible for overseeing the facility services for a large campus. She has zero direct reports but is responsible for managing all facility activities on the campus. Sharon let the technicians know she has an open door policy and they can come to see her in her office (which is in a different building) anytime. The technicians are not proactively communicating with her. She feels like they are not taking her seriously.

1. What is really happening?
2. How could this problem be resolved?
3. What communication techniques/tools could be used?

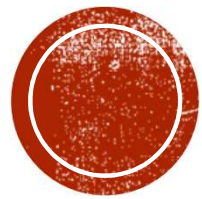


Q3. HOW HAVE YOUR COMMUNICATION HABITS EVOLVED OVER TIME?

As we age, we hope we get smarter and better about how we communicate. But we didn't always get it right. At your tables, share your hard lessons learned. We will share with the group. Please keep your stories short!

**We need to talk.
This is
serious.**





~~STRATEGIES~~ HABITS FOR BETTER COMMUNICATIONS

*The most important thing in communications is
hearing what isn't said. -Peter F. Drucker*

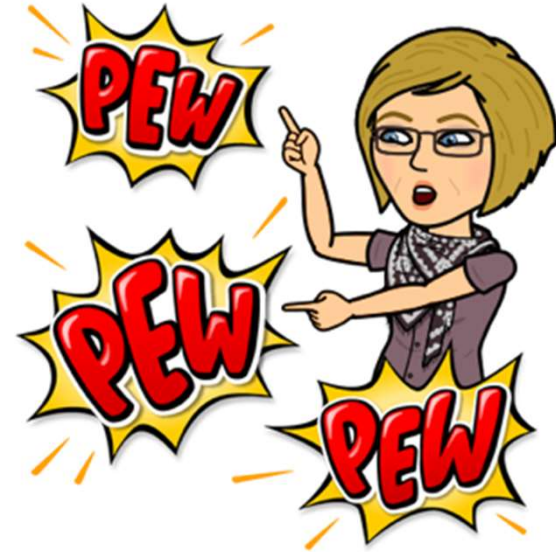
HABITS WE ALL NEED TO WORK ON

1. Focus on **tone** and **body language**, only 7% are words!
2. **Listen** – ‘empty your glass’; more questions, less talking
3. Give your **undivided attention**, stop multi tasking
4. Don’t hide behind technology – **go talk** the person
5. Pick the right communication **medium** for the topic
6. **3 written message rule** >3 = pick up the phone
7. Toxic message? **Respond** with “let’s go grab some coffee”



HABITS WE ALL NEED TO WORK ON

8. Clarify **expectations** as to what they want
9. Say it back to them “**I heard you say**”
10. **Manage** your reactions to other people’s bad communications (*it’s not personal, let them vent*)
11. The **politics** of communications
12. **Adapt** your natural leadership style
13. Be **approachable**
14. Art of **the calm**
15. Don’t just solve the symptom – **solve the problem**



Q4. WHAT DID YOU LEARN?

What is 1 thing will you do differently back in the office?

On your handout, write 1 thing down that you will do differently on Monday AND write it once on a sticky for us and leave it on the table.

Leave your business card too if you would like a summary of all work we did today!



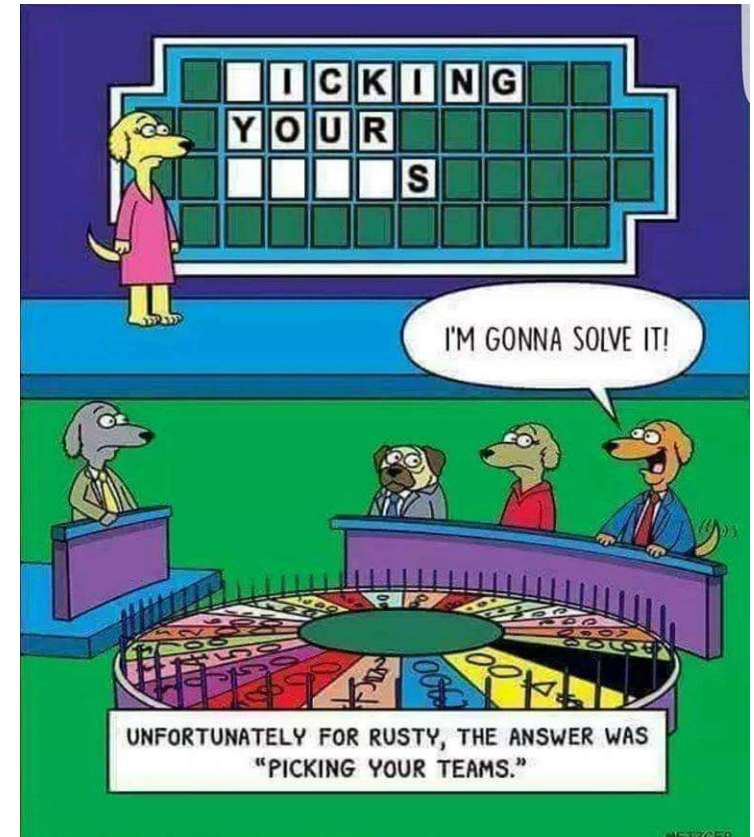
Q4. WHAT DID YOU LEARN? IN YOUR WORDS....

- Remain calm, no matter what
- Connect daily
- Face to Face communications
- Choose communication styles strategically per person
- Pick the right communication
- Know when and how to talk to senior leadership
- 7% of communication is received through words
- Do less talking
- Build your network, be part of someone's network
- More face to face communications, follow up with email
- Pay attention to body language and tone
- Effective listening takes effort
- 3 emails then call rule
- Empty my glass and absorb what is being said
- Manage reactions
- Overcommunicate (notifications/signage)
- Go out to job sites more often
- Stop talking and listen more
- Be calm
- To be open to new areas of communications
- Speak to people differently, because they are individuals
- Listen calmly
- I will start saying "I heard you say"
- Pick up the phone more

Thanks for sharing!!



The
answers
are all
YES!



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alanadunoff@gmail.com

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