

Upcoming Events

- FM Roundtable: Information Technology Management
 - February 16th | 10am-11am | Virtual
 - Starting a more engaging format for all attendees
 - Talk to Trevor!
- Tacoma-Pierce County Clean Buildings Symposium
 - February 23rd | 8am-12pm | Environmental Services Building
 - Educating Tacoma-Pierce County commercial real estate professionals on WA Clean Buildings Performance Standard
- FM Roundtable: Finance and Business (Associates Welcome)
 - March 15th | 10am-11am | Virtual
 - Talk to Trevor!



NEEC PROGRAMS



Smart Buildings Center

A multi-functional energy efficiency headquarters in Seattle, Washington. This facility is a place to meet, train and access our Tool Lending Library.



Tool Lending Library

Diagnostic tools for short term loan available to building owners, managers and energy service professionals in Washington and Oregon.



Building Operator Certification

A training program that offers facilities personnel skills and knowledge to transform workplaces to be more comfortable, energy-efficient and environmentally friendly.



Technical Assistance Helpdesk

The Clean Buildings Performance Standard Helpdesk

Tool Lending Library

Often the first step to achieving operational excellence is gaining an understanding of how the systems in the building are actually operating.



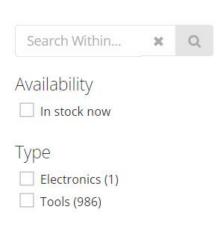
- Diagnostic & Monitoring Tools
- Over 85 Tool Types
- Online reservation system
- Loan period up to 4 weeks
- Local pickup or shipped

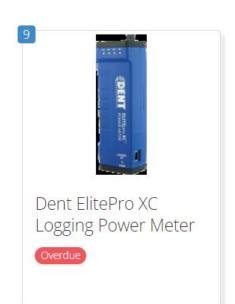


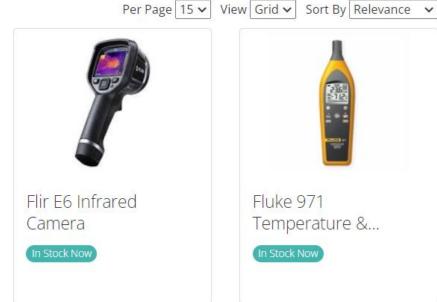
FREE!!!

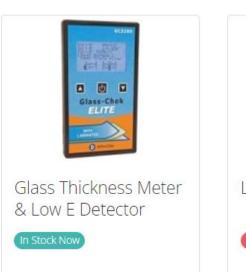
Fluke 971

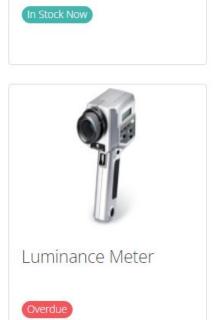
Temperature &...





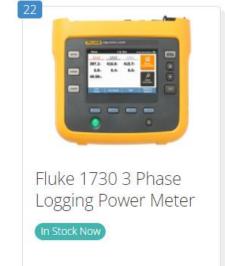






Scan to browse our inventory & request tools!







Clean Buildings Performance Standard Helpdesk

Individual Consultations

Training Videos

Resources Website



4 206-624-7570







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Communication: What we need to know to get what we need!

Brent Ward

FMP, SFP, CFT
IFMA Instructor
IFMA Oregon Southwest Washington Chapter Treasurer
IFMA Facility Management Consultants Council Vice President





. WHAT IS IT?

- : Information communicated, transmitted, or conveyed.
- : A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.
- COMMON
- EXCHANGED



TO WHOM?

- C-SUITE
- IMMEDIATE LEADER
- IMMEDIATE REPORTS
- REPORTS REPORTS

WHY?

- OPEN HONEST COMMUNICATION BUILDS TRUST
- SENDS A MESSAGE
- TO GET TO KNOW SOMEONE BETTER
- TO GET TO KNOW SOMETHING BETTER
- TO INFORM OTHERS
- YOU WANT SOMETHING

HOW 1.0?

- STUDY
- PREPARE
- OUTLINE
- REHEARSE
- USE THESE DAILY

HOW 2.0?

- LISTEN
- BODY LANGUAGE
- GESTURES
- SCENT
- VISUAL
- VERBAL
- ALL TOGETHER NOW!

INTERPERSONAL SKILLS:

• THE COMMUNICATION SKILLS PLUS THE SOCIAL AND CULTURAL AWARENESS TO BUILD AND RETAIN RELATIONSHIPS.

INVOLVES:

LISTENING

CONVERSING

AFFIRMING

NURTURING

ENGAGING

STORY TELLING

RECALLING

AFFECTIVE MEANING OF WORDS:

- LITERAL MEANING
- AFFECTIVE MEANING EMOTION:
- POSITIVE
- NEGATIVE
- RIVER V STREAM
- HOUSE V HOME
- PARENTS V MOM AND DAD
- CHILDREN V KIDS
- BARBECUE

METAPHORS:

- When your dead, you don't know you're dead. The pain is felt by others. The same thing happens when you are stupid. Gaylene Sanyos
- Wisdom has been chasing you, but you have always been faster. Neil deGrasse Tyson

ANALOGY:

- Life for some people, is like a river full of rapids.
- Putting this program together was like pulling teeth.

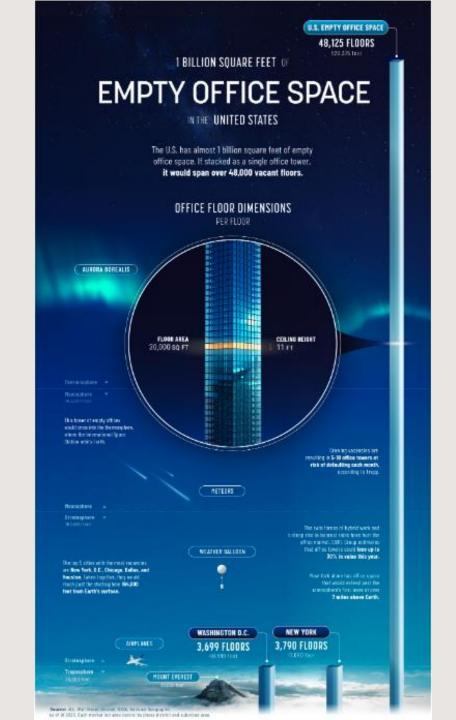
LEVERAGE QUOTES:

- Everyone appreciates your honesty, until you're honest with them. Then you're an asshole.
 George Carlin
- The single biggest problem in communication is the illusion that it has taken place.
 GB Shaw

. USE VISUAL AIDS

- OBJECTS
- PAINT A PICTURE
- DISPLAY A PICTURE

SELECT LEASE TRANSACTIONS				
Tenant	Building	Submarket	Туре	Square Feet
Amazon	Redmond Town Center	Redmond	Direct Lease	111,368
UW Medicine	Safeco Plaza	Seattle CBD	Sublease	55,000
WSP USA, Inc	ABAM Bldg	Federal Way/Auburn	Renewal/Expansion	34,807
Monolith Productions	Touchstone Kirkland	Kirkland	Direct Lease	33,096
Nvidia	Quadrant Willows - Bldg A	Redmond	Direct Lease	27,370
SELECT SALES TRANSACTIO	INS			
Building	Submarket	Sale Price	Price/SF	Square Feet
Tower 333	Bellevue CBD	\$401,486,667	\$968	414,964
400 University @ Rainier Square	Seattle CBD	\$81,000,000	\$664	122,000
3003 77th Avenue Southeast	Mercer Island	\$46,450,000	\$300	155,000
I-90 Corporate Campus	I-90 Corridor	\$19,000,000	\$433	43,833
Columbia Building	520 Corridor	\$15,332,333	\$216	71,000



WHAT DO WE COMMUNICATE?

- VALUE OF THE FM DEPARTMENT
- BUSINESS CASES
- BUDGET NEEDS
- RFQ/Ps
- EMERGENCIES

ACTIVELY
PASSIVELY
DELIVERY
COOPERATION

TAKEAWAYS:

- 1. KNOW YOUR AUDIENCE
 - A. ARE YOU LEADING UP?
 - **B. ARE YOU MENTORING?**
 - C. ARE THEY PEERS?
 - D. WHAT DO THEY ALREADY KNOW ABOUT THE SUBJECT?
 - E. HOW DO THEY LEARN BEST?
- KNOW YOUR MATERIAL
 - A. DON'T READ IT, USE AN OUTLINE
 - B. PRACTICE, PRACTICE
 - C. USE GOOD VISUAL AIDS
 - D. PAINT A VIVID PICTURE
 - E. USE INTERPERSONAL SKILLS
 - G. USE METAPHORS, ANALOGIES, QUOTES

MORE TAKEAWAYS:

- FMS ARE THE UNDERDOG IN MOST ORGANIZATIONS
- COMMUNICATION IS THE KEY TO GAINING RESPECT
- COOPERATION WITHIN AND WITH OTHER GROUPS
- DELIVERING UNDER PROMISE, OVER DELIVER



