

# THE FM VOICE



## ANN FORD RECIEVES FM DISTINGUISHED PERFORMANCE AWARD

### INSIDE THIS ISSUE:

<i>Listening Skills</i>	2
<i>Streetscape</i>	2
<i>Summertime</i>	3
<i>Operation Bootstrap</i>	3
<i>Surveys</i>	4
<i>Custodial Training</i>	5
<i>Retirement</i>	6

### By Jerrel Fielder

Congratulations to Ann Ford for being recognized with a DISTINGUISHED PERFORMANCE AWARD from the staff senate. The award is well deserved. Ann has worked in Facilities Management (formerly Physical Plant) for the past 11 years. She has been at the Work Order Desk taking trouble calls and work requests for almost the entire time. Ann has played a crucial role in the migration from a manual work system to a "home grown" computer tracking system, to a sophisticated computerized maintenance and inventory control system to the most recent migration to a very

comprehensive Enterprise Facility Management system. Each transition took a lot of work and patience on her part. She continues to provide this vital work control function in an excellent manner.

Ann's husband Charles is a professor in the College of Business. They have lived in Jonesboro 35 years. They have a son that lives in Pennsylvania, a son that lives in Texas, a daughter that lives in Georgia and they have 7 grandchildren. It is no great mystery to figure out where they spend their vacations.

Ann is a highly respected and valued staff member of Facilities

Management that we enjoy working with on a daily basis.



Ann Ford , FM Distinguished Performance Award winner .

## FM WELCOMES KATHY HICKS

### By Jennifer Cortez

Facilities Management extends a warm welcome to Kathy Hicks, our new Assistant Director / Business Coordinator. Kathy comes to us from the Arkansas Biosciences Institute where she was an accounting supervisor. Kathy grew up in the Piggott area and now lives in Paragould with her husband David, who works in the Convocation Center and two children Danielle 9, and Dylan 4. We all look forward to working with you, Kathy—Welcome aboard.



Kathy Hicks new Facilities Management Assistant Director / Business Coordinator.

*Anger is  
the only thing  
to put off till  
tomorrow.*

*Slovakian  
Proverb*



## HOW TO IMPROVE YOUR LISTENING SKILLS

By Lanny Tinker

I read a statement the other day, "We were given two ears but only one mouth, because listening is twice as hard as talking." Ineffective Listening is the cause of many communication breakdowns at work and in our personal life with our spouse, children, parents, friends, co-workers, and supervisor.

You may improve your listening skills by understanding the basic Listening Modes:

**Competitive or Combative Listening** happens when we are more interested in promoting our own point of view rather than in listening or exploring someone else's view. We pretend to pay atten-

tion but really, we are impatiently waiting for an opening and/or internally formulating our rebuttal so as soon as the person stops talking we can attack and destroy their point.

**Passive Listening** we are generally interested in hearing and understanding the other person's point of view BUT we think we already know what they are going to say and believe we already understand and agree with the statement. We just passively listen and do not verify the message.

**Reflective Listening** is the most useful and effective listening skill. We are genuinely interested in understanding what the other person is thinking, feeling, and wanting. We want to know what the message

means. We want to know the entire message. We restate or paraphrase our understanding of their message and reflect it back to the sender for verification. This verification is the reflective meaning and this kind of feedback is what makes it effective.

When we listen effectively, we understand what the other person is thinking. We understand feeling from the other person's own perspective. It is as if we were standing in the other person shoes and looking thru their eyes, and listening thru their ears. You must learn to listen to the message before you can truly start communicating with people. *Two ears one mouth! Did you hear the message?*

## AGGIE ROAD STREETSCAPE

By Bill Hall

Work has begun on Aggie Road streetscape improvements west of the new Student Center. Improvements are part of the Student Center project and will provide a safe and attractive means for vehicular traffic to turn around at the eastern terminus of Aggie Road. The project consists of improvements to Aggie Road from roughly

the west face of the Administration Building to the pedestrian plaza on the west side of the Student Center. Project elements include a boulevard with a thirteen foot wide tree-lined median and will end at the Student Center Plaza with a turnabout and drop off point. The turnabout will have as its centerpiece a twenty-four foot diameter fountain consisting of three massive aerated water columns. The fountain will provide a visual focal point for visitors to the Administration Building and the west plaza of the Student Cen-

ter. Funds for construction of the fountain have been donated by the University's Chi Omega alumni chapter. Paving for crosswalks in this zone and the turn about itself will match the pavers found on the plaza and the Caraway Pedestrian Mall. This space will provide an opportunity for pedestrians to be dropped near the core of the campus, with convenient access to the Student Center, Administration Building, and Wilson Hall. It will also be an excellent location for visitors touring the campus by vehicle to get a glimpse into the main quadrangle of the campus. The project is expected to be completed prior to the beginning of fall semester classes.



*The project is expected to be completed prior to the beginning of fall semester classes.*

Student Union right , where street improvements are underway.

## SUMMERTIME IS HERE!!!!

By: D.A. Davis

Spring showers are over. There are crops standing in the fields. You can't walk outside without hearing a lawnmower running or smelling fresh cut grass. If you live in the country, or out in the outer areas of the city, the air is becoming too dusty to leave your windows open. The temperature seems to get a little higher each day, and, of course, our electric bills get a little higher as well. I believe summertime is here.

The daylight hours are now long enough to allow for after work activities, such as softball, gardening, fishing, swimming, motorcycle, or four-wheeler riding. There're many more activities out there for us to do with our spare time. Whatever activities you enjoy, make the most of your opportunities in the leisure times available to you. These activities are not only enjoyable, but also therapeutic to not only

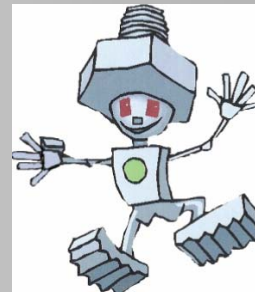
the body, but the soul. They relieve stress and tension, which makes for a healthier and happier you.

Also, remember that along with the outdoors comes the sometimes-harsh environment of summer. The sun, heat, and humidity, can be killers. We have all experienced sunburn in some form. Use a good sunscreen while out in the sun for long periods. The higher the UV rating numbers the better. Don't think that it will just turn into a tan. Not only can it make you miserable, but also after long-term exposure, sunburn can develop into skin cancer.

The heat and humidity can be especially dangerous if care is not taken to protect you. Drink plenty of non-alcoholic fluids. Gatorade, PowerAde, and especially water are good to help you stay hydrated. Clear sodas are better than colas. Beer, wine coolers, and other

alcoholic drinks are very poor choices for replenishing fluids while out in the heat. The alcohol thins down the blood in your body, making it ineffective in the dissipation of heat from the body's core. Not only will you have a heat stroke, and possibly die, but also you'll think your cool, and won't care that you're in danger. The humidity adds to the problem. It makes breathing difficult. Your respiratory system has to work harder to keep up. It makes it harder for your body to dissipate heat through your lungs.

For those of you that spend your day working in the outdoors, follow this same advice. Protect yourself from the sun, heat, and humidity. Don't try to be Superman. If you feel like the heat is having a more adverse effect on you than usual, ask for help. Enjoy the summer. Get out and get some sun, but not too much.



*The sun, heat,  
and humidity, can  
be killers.*

## OPERATION BOOTSTRAP

By Danny Faulk

Several members of the Housekeeping and Grounds Departments are about to participate in a new training program, called "Operation Bootstrap".

Recently, Kelly Garner, skilled tradesman, attached to ASU Rental Property, trained two custodians, Brandi Thompson and Lisa Lyons, in some interior painting work at one of the ASU rental houses on Bush Street.

This is the first step in a program to train employees to perform in an area requiring additional skills.

As appropriate projects come up, more people will be brought into the program. If the program is successful, a person can enter employment at a low grade in Housekeeping or Grounds and through on-the-job-training, combined with self-study and classrooms work, they will be able to move up to higher grade positions in the field they have chosen.

There will be some requirements that the employee train or attend classes on their own time, as well as scheduled work time. Several skilled tradesman in Facilities Management have volunteered to conduct training for these individuals.



Brandi Thompson left and Lisa Lyons above painting ASU Rental Property.





*Never deprive  
someone of hope: it  
might be all they have.*

*Jackson Brown ,Jr.*

## The FM Voice Staff

**Jerilyn Miller**

[jmiller@astate.edu](mailto:jmiller@astate.edu)

**Jerrel Fielder**

[jfielder@astate.edu](mailto:jfielder@astate.edu)

**Jennifer Cortez**

[jcortez@astate.edu](mailto:jcortez@astate.edu)

**Danny Faulk**

[dfaulk@astate.edu](mailto:dfaulk@astate.edu)

**D.A. Davis**

[dadavis@astate.edu](mailto:dadavis@astate.edu)

**William Hall**

[whall@astate.edu](mailto:whall@astate.edu)

**Lanny Tinker**

[ltinker@astate.edu](mailto:ltinker@astate.edu)

## SURVEYS...WHERE'S THE VALUE?

**By Danny Faulk**

Employees of Facilities Management were recently given an "in house" survey to complete. The purpose of this survey was to create a "snapshot" in time that measures employee attitudes and abilities, work environment, customer perception and the leadership of Facilities Management.

Several people were worried and/or suspicious because some surveys were a different color. The survey went out in three colors, pink for house keeping, grounds, move, recycling, etc., gold for mechanical, carpentry, lock shop etc., and blue for everything else. This was done to let us know who had returned most of the surveys, or who was not returning them,

but the questions were all identical. It allowed us to keep the responses within those three groups...no names were required.

Several people were unhappy with the question that were asked and indicated that more questions should have been asked. The survey had three available responses to each questions, several people indicated there should have been more responses available and some people actually added additional responses. The added responses skewed the integrity of the survey, rendering those responses useless. Written comments were welcomed and a few were made, some negative and some positive.

Another reason we color-coded the sur-

veys was to allow us to break down the results for managers over those three areas. This enabled them to compare results with other areas, their area, and to the department as a whole.

The survey was designed to be used as a management tool to describe and measure attitudes at a particular point in time. It would be interesting if we had taken the survey six months ago, one year ago, two years ago. Since we did not, we will take it again in six months, one year, etc. It had no secret agenda or purpose. It's just a tool to try and make us better or to determine if we are getting worse. One survey, doesn't tell you much, we'll give it another shot in about six months.

## CUSTODIAL TRAINING INSTITUTE

**Facilities Management, Jonesboro Paper and Chemical and Clean Solutions** sponsored the third annual Custodial Training Institute at the Pavilion on Wednesday July 14<sup>th</sup>, 2004. This is a day of training, networking and fellowship for educational facilities custodians from schools in Craighead, Greene, Poinsett, Mississippi

and Lawrence County. More than 100 custodians were in attendance.

Some of the topics covered this year were; "Healthy Buildings---can you tell by looking?", "Ergonomically correct Tools and Equipment", "Time Management for Custodians", "Trying Back Pack Vacuums", and "Teambuilding".

Participants were treated to a delicious BBQ lunch and tours of the new Student Union were conducted by the President and Vice President of the SGA. Many doors prizes were won by the participants and certificates of completion and commemorative pins were awarded.

## NEW BUILDING LIAISON INITIATIVE

By Lanny Tinker

In an effort to better serve the educational mission of Arkansas State University, Facilities Management has coordinated the establishment of a new "Building Liaison Program". The goal of this program is to improve communications and the delivery of services Facilities Management provides to students, faculty, staff and other service recipients throughout the university.

In January of this year Facilities Management began installing the Facility Administration and Maintenance Information System, (FAMIS), a computer software program which utilizes the latest technologies to support management of equipment and facilities.

The Self Service Module of FAMIS is scheduled to be brought online before Fall term. This module will allow work requests to be directly

entered into the Facilities Management work Control system from a Building Liaison's work station.

Each building on campus has a staff member who is the designated "Building Liaison". All maintenance work, other than emergencies, for a building is reported by the occupants to the "Building Liaison" to streamline communications and reduce duplications of work requests.

The Building Liaison will forward maintenance requests to Facilities Management.

To further enhance communications, Facilities Management will also notify the Building Liaison of significant building issues (example, planned utility outages, painting public area, construction schedules ect) and the Building Liaison will then disseminate the information to appropriate building occupants.

Facilities Management wants to thank the 57 people who participated this summer in learning workshops with Facilities Management staff to begin implementing the Building Liaison Program. A Campus Building Liaison List will be posted on the Facilities Management web page.

Facilities Management is asking all ASU leadership, staff and students to send all building maintenance request for E & G facilities through the Building Liaisons.

Everyone should report building emergency issues such as immediate threats to life, safety or property by calling University Police @972-2093 or Facilities Management @972-2066 and then notify the Building Liaison. Also, departmental requests will continue to be processed by sending an Interdepartmental Transfer (IDT) through proper channels.



*The Building Liaison  
will forward  
maintenance request to  
Facilities Management.*



Jerrel Fielder above, speaks with Building Liaison Managers left, recently at a meeting held at Facilities Management.





## 169 YEARS OF SERVICE RETIRE FROM FM



On June 28, 2004 Facilities Management honored Betty West, Pat Lewis, Gary Bolin, Jim Brotemarkle, Frank Owens and Tony Bowman (not shown) with a drop in reception at the Student Union. Many from around campus came to help us wish them luck and to say farewell.



On June 30, 2004 Facilities Management employees gather once again for a pot luck luncheon in honor of its retirees.

