

Letter from the Associate Vice Chancellor for Facilities Management

As we finish this academic year, our thoughts are with **Ed Seamon** and his family. I hope you will join me in praying daily for Ed to make a full recovery. We are so blessed and happy to have **Al McCool, Phil Meacham, Jason Shores** and **Steve Terry** back at work. The accident on April 13th was traumatic for our organization. Such events make us realize just how precious our friends and co-workers are to us. The accident also reminds us how quickly things can go awry in our business.

There are many, many lessons to be learned from the actions taken during and after the accident. We are striving to record those lessons and to improve our processes for the next emergency situation. Unfortunately, in our business, we can rest assured that more emergency situations will occur in the future. We can and will be better prepared the next time.

Many positive actions occurred after the accident. The **teamwork** and **dedication** displayed by the entire Facilities Management team was phenomenal. Everyone pitched in to take care of the injured employees and restore power to the campus. I am reminded of a quote from John C. Maxwell – *“Crisis does not necessarily make character, but it certainly does reveal it.”* Our Facilities Management Team certainly revealed its selfless and honorable character in the events of this past April.

We can take pride in that as we move forward!

Philip M. Jones
 Associate Vice Chancellor for Facilities

*Facilities Management....
 Creating a Campus of Distinction*



Pictured left to right: Larry Howell, Mac Fake, John Fessler, John Faison, Phil Jones, Peter Franz, Brian Guns, and Melanie Witherspoon.



Phil presents Mr. Olen Smith, former Vice Chancellor for Business Affairs, with a farewell gift.

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EMPLOYEE OF THE QUARTER—DAVID ROMAN

Congratulations to David Roman, HVAC, who was honored with the “Employee of the Quarter” award for **January—March 2006**.

David was nominated for a Customer Service Award by T. L. Smith in Auxiliary Services. T. L. stated “This leak was in a hidden place and without David’s persistence we were heading to install a new compressor which would have been costly to our department. David has done great on keeping our old equipment running in the food services areas.”

A Conversation with David Roman

The nomination stated others had searched for this leak, but your persistence found it. What did you do differently to find it— was it equipment, previous experience, or something else?

Mike McHugh and myself were assigned to this task by Mark Neal, our shop supervisor. After having pressurized the system with nitrogen, we had to go through the ceiling cavity in SAC and through the floor chase, approximately 250 ft. It was our persistence and our supervisor, who said “just get it done”, this left us with a zero failure rate.

What are your thoughts about winning the Employee of the Quarter award?

I was never expecting to win the Employee of the Quarter. There are other employees who are performing a more critical job for the campus.

What do you like about working in HVAC or Facilities Management as a whole?

Working for the HVAC/Shop 12 has provided me with some challenges, and this I enjoy. I bring to the table 20 years of experience in refrigeration and AC work. I have been working for UNCC for eleven months, and still am getting acquainted with the campus and co-workers. The University will have to loosen its pay structure to attract experienced maintenance technicians from outside markets. I am pleased that the customer was satisfied with our work performance; now we have to find a better way to motivate the technicians.



“Great opportunities to help others seldom come, but small ones surround us daily.”

Sally Koch



Article by: Melia James, Facilities Business Office—Personnel

TEAM OF THE QUARTER—CPC FACILITIES TEAM

Congratulations to Sherry Ceallaigh, Joyce Clay, Dionte Sims, Beverly Imes, Jacqueline Anthony, and Ariel Jamison who were honored with the “Team of the Quarter” award for **January—March 2006**.

This team was nominated by Phil Jones for their planning efforts and work during the spring University of North Carolina System Facilities/Capital Projects Coordinators Conference.

Comments from the CPC Planning Crew

What was your role in planning and/or carrying out functions at the conference?

Joyce: I received registrations by mail, registration checks by mail, deposited checks, gathered the goodies to go in the welcome packets, contracted the food service, contracted the signs and put them out, planned the registration table, put out the items at the table, insured food service was on time, and cleaned up after each day.

Jacqueline: My role in the conference was to handle registration of attendees. Also, I helped Joyce to lay-out the area for the reception on Friday.

Sherry: I don’t recall it being one specific thing or things, my job was whatever was needed at the moment.

What was your reaction when you realized the team was nominated for an Award of Excellence?

Joyce: Surprised.

Jacqueline: I was pleasantly surprised because my role was so small and I enjoyed it immensely.

Sherry: I did not know the team was nominated. I was really surprised when I heard our names called.

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

Andrew Carnegie



Pictured left to right: Joyce Clay, Jacqueline Anthony, Phil Jones, Dionte Sims, Sherry Ceallaigh and Beverly Imes. *Not pictured: Ariel Jamison*

What are your thoughts about winning the Team of the Quarter award?

Joyce: That was very nice of Phil Jones to nominate us.

Jacqueline: It was kind of Mr. Jones to nominate us for the Team of the Quarter. I have only been with Facilities Management for 4 months now and consider myself to be a part of its family. Everyone works diligently to contribute to the team effort and the spirit of cooperation is very evident in this place --- and I find this to be refreshing.

Sherry: My thoughts were “WOW, we didn’t do anything extraordinary”, but then I remembered that we did make order out of chaos; which is a difficult task at best with a small group, but huge with a group of people spread across the state on sixteen different campuses. It was a great team and I can’t thank them enough, especially Joyce who took all the strings and tied it up in a nice bow.

Beverly: Sherry and Joyce were the key leaders in this effort working closely with Phil and keeping him informed of all pre-planning efforts. I particularly enjoyed meeting and greeting the attendees from the other Universities.”

Phil’s nomination concluded by stating “The outstanding work of this team impressed all who attended the conference. This Team truly represented our vision of being *A leader of excellence in Facilities Management* to our colleagues at the other UNC campuses.”

FOCUS ON STAFF

SAFE TEAMS OF THE QUARTER

(Statistical information provided by UNC Charlotte Safety Office)

Teams with the best safety record during the quarter.



Shop 16
Automotive



Shop 18
Preventative Maintenance



Shop 19
Recycling



Zone 1



Zone 2

"Safety First" is "Safety Always"
Charles M. Hayes

To view all "All Employees Meeting" photos
and read detailed descriptions of nominations,
please visit our web site at:

<http://fmbld02.uncc.edu/Awards/default.asp>

FOCUS ON STAFF

Customer Service Awards: Individual (nominated by campus customers)



Ronnie Bell
General Services



Robert Gray
General Services



Beverly Imes
AVC Office



Bobby Robinson
Automotive



Steve McMiller
Housekeeping



David Roman
HVAC

Award for Excellence: Individual (nominated internally)



Howard Jaecks
Steam Plant



Thomas Crainshaw
HVAC



Joyce Parks
Housekeeping

To view all "All Employees Meeting" photos and read detailed descriptions of nominations, please visit our web site at:
<http://fmbld02.uncc.edu/Awards/default.asp>

Award for Excellence Missing Photo:
Larry Lane - Preventative Maintenance

FOCUS ON STAFF

Customer Service Awards: Team (nominated by campus customers)



Completed improvements to Frewell Ritazza.

Pete Altman, John Heck, Joe Coleman, John Renwick, Robert Gray, William Synder, Chris McKinney, Walter Wild, Don Teate, Robert Whisnant and Sam Hannah



Replaced hot water system under emergency condition. Mark Neel, Walter Wild, Howard Jaecks, Pete Crenshaw, Matt Herring, Steve Reis.



Ensured final cleaning of Belk Gym.

Arzella Baker, Danica Pauler, Franjo Pauler, Roger McCain, Joyce Parks



Assisted Dean of Students Office with relocating offices.

James Williams, Joey Cochran, Rob Herrington, Andy Lavoie, John Carpino, John Tarlton, John Morris, Gary Edwards, Dan Mullens, Randy Walters, Tim Smith, Ted Fortner, Armando Vazquez, Rob Hobson, Jerry Brindle



Assisted UNC staff employees by providing boxes. Kelly Freshcorn, Kathy Boutin-Pasterz, Dot Munson, Walter Edwards, Lee Arnold, Henry Bennett, Samuel Moore, Yonette Smith, Lucille White, Helen Mulcahey



Renovated offices for a nicer look.

William Adams, John Tarlton, Armando Vazquez-Montalvo, John Morris

To view all "All Employees Meeting" photos and read detailed descriptions of nominations, please visit our web site at:
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Maintained cleanliness of the Wachovia Fieldhouse.

Steve McMiller & Mario Farrar

FOCUS ON STAFF

Award for Excellence: Team (nominated internally)



Displayed teamwork in a waste hauling incident.

Walter Edwards, David Jones, Lee Arnold, Henry Bennett, Dot Munson, Yonette Smith



Belk Gym Locker room Restroom Cleaning Project.

Arzella Baker, Joyce Parks, Annie Joyner, Gaynell Williams, and Rena Foster



Always going above and beyond the call of duty.

Steve McMiller, Xavies Farrar, Rena Foster, Joyce Parks, Lee Tisdale, Julie Deese, Beulah Shankle, Lucille Jordan, Annie Joyner, Bonnie Borthen, Beverly Hancock, Lillie McDuffie, Tommie Stafford, Elvira Smith and Sarah Duncan.



Maintained a high degree of professionalism and cooperation with a critical job in McEniry.

Greg Barnes, Terry Eudy, Jim Kay, and Steve Tillman



Planned and executed the UNC System Facilities/Capital Projects Coordinators Conference.

Joyce Clay, Jacqueline Anthony, Dionte Sims, Sherry Ceallaigh, Beverly Imes

Persons of Interest—Did You Know This??

Melanie Hill

What are your hidden talents? I dance, write and paint. In college, I was part of a dance troupe and drill team.

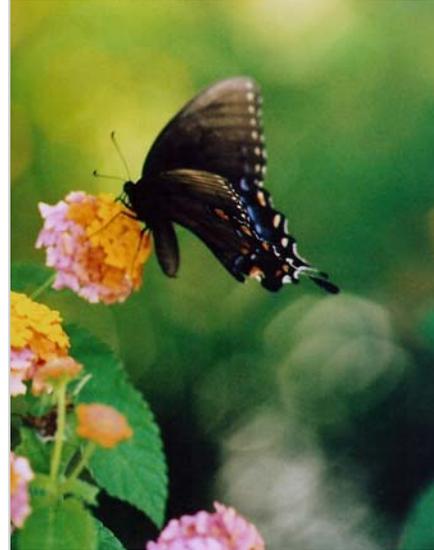
How long have you been dancing, writing and painting? I have been dancing since Jr. High; painting since high school; and dancing since college.

What inspires you in these areas? The feeling I receive from it — all are “means of expression” – it allows me to release emotions about current events.

What is your favorite writing style? Poetry and short essays

What subject matter do you like to draw? Trees and hands

Of your many talents, which one do you see yourself concentrating on more in the future? Writing, due to my aspiration and passion to become a college professor.



Noella Paquette

How long have you been a photographer? Since grade school -- I was inspired by my mother because she appreciated beautiful scenery and painted pictures.

What is your photography style? Film photography

What types of pictures do you take? Nature scenes – “still life”

What is your favorite scenic view? Sunsets, water, and mountain vistas

Have your pictures been showcased locally? If so, where? WSOC-TV lobby in February 2006 and The Light Factory – an artist gallery located in uptown Charlotte.

How else do you use your photography talents?

I make photograph cards

What other hobbies do you have, besides photography?

I like to hike and travel – that is where I get most of my photos. I will go out of my way to obtain a picture.

Articles by: Melia James, Facilities Business Office—Personnel

"My future starts when I wake up every morning . . .
Every day I find something creative to do with my
life." – Miles Davis, musician

Persons of Interest—Did You Know This??

Two Five Cent Pieces – PRICELESS!

By: Penny Franki, Grounds

To the average person, five cents can be the difference between having enough to buy a can of soda out of the vending machine, or having to settle for a drink from the water fountain. To me, that same five cents becomes something to stop and take a look at first.

As many of you may know, my husband, Jamie Franki, had the honor of designing two pieces of coinage for the United States Mint. In 2005, his grazing bison was chosen for the reverse side of the 2005 Lewis and Clark Commemorative Nickel Series. The American Bison nickel remained in circulation for six months with a minting of 936 million. Although I faithfully examine EVERY nickel I receive in change, I have yet to come across one.

It was exciting enough to have his striking design on one of our nation's coins, imagine how proud and honored I was when the Mint again chose one of his designs for our permanent nickel. His depiction of President Thomas Jefferson, facing forward, is now the image on the 2006 & Beyond Nickel "Return to Monticello". This coin is slated for over one billion to be minted this year alone.

This whole experience has been exhilarating. When we first knew that Jamie's design was chosen for the 2005 nickel, we were told to keep the news to ourselves until the Mint released it to the press. That secret had to be kept for four months! Once the news was officially released, there was no keeping me quiet. I believe I often embarrass Jamie. I tell everyone. Why? Because I am so very proud of him. We've been married for fourteen years, and I always knew his artistic talent was exceptional. Now, our nation knows too!



We've met so many wonderful people because of these two five cent pieces. The coin collectors, young and old, have welcomed Jamie and myself into their world of coins, as well as their hearts. I went to a coin show a few weeks ago with Jamie, and he had nine and ten year old groupies following him around. He is a coin star! We were also asked to be honored guests in the **Concord Holiday Parade** (picture above taken by Bob Fitzgerald, Preventive Maintenance). I practiced my wave for weeks. It was so much fun riding in a vintage automobile and waving to thousands of people. We wanted our driver to turn around and do it all over again!

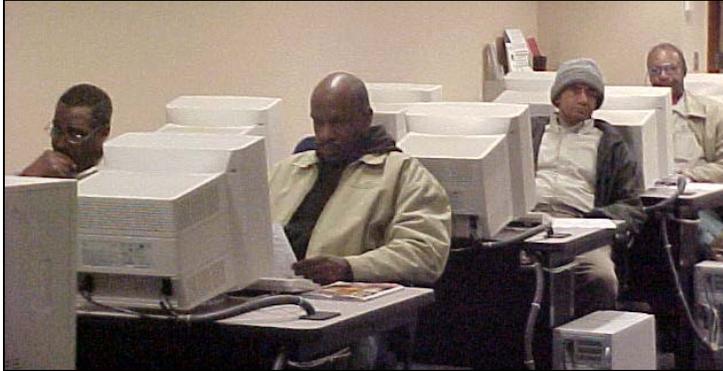
So, the next time you get a nickel in change, take a moment and look. If it is one of Jamie's designs, think about how such a small thing, worth only five cents is **PRICELESS**, to me.



This picture for the Jefferson Nickel was taken the first day release of the nickel at the Mint Headquarters in Washington, DC. Pictured left to right are Jamie's father, Nick Franki, Penny Franki, Jamie's mother, Gloria and Jamie.

HOUSEKEEPING NEWS

Housekeeping PC Training



PC-Training1: Subhash Pandya (supervisor with hat on) and members of housekeeping staff .

PC-Training 2: (from L-R) Crystal Mason, Clara Crawford, Shem Logan, and Essie Spears.



Housekeeping Receives Computer Training

From January 18th to February 16th, 2006, eight training sessions were conducted to help housekeeping employees better access their employee information and other University publications such as the campus newsletter, the online job application portion of the UNCC website, and Banner's website for employees to check their payroll and other employee information.

Employees were very excited about the classes, and came out talking about how much they learned, and how they enjoyed it. It was gratifying to see how excited Larry Eppley was to be there and be able to teach Housekeeping employees the basics of using the computer. Many Housekeepers have been asking about when the next class will start. Essie Spears feels that computer training was a great hit with the entire Housekeeping team.

This was a positive initiative for the Housekeeping Department and it was beneficial to all of our employees.

-Brian Guns
Housekeeping and Recycling Administrator

HOUSEKEEPING NEWS

“New Housekeeping Training Room at Woodward Hall”

Shop 13, our Housekeeping section, has a new training facility located in Suite 161A adjacent to the mechanical room in Woodward Hall.

The University relies on Facilities Management/ Housekeeping to clean all academic buildings and public areas on campus. Supervisors are responsible for ensuring that all Housekeeping staff are trained accordingly. With a dedicated training room, increased training will be available for staff in the technical areas of their jobs. Supervisors will be able to work with the Housekeeping Coordinator and Third Shift Manager to complete the annual training plans for each employee.

The training room will be used for interviewing job candidates and new hire orientation, regularly scheduled training, and classroom instruction for supervisors. Also, vendor representatives will facilitate their product demonstrations in the training room.

For hands-on training, Suite 161A is outfitted with a mockup restroom that includes a toilet and urinal stall, sink and mirror, dispensers for paper towels and toilet tissue, and ceramic tile flooring. A projector and screen will be used to provide visual aids for training via PowerPoint Breeze presentations. The furnishings include round tables and chairs.

Housekeeping is developing a new training plan and manual for its staff and will focus on customer relations. Supplemental training methods that will be used include classroom instruction, web-based programs, and hands-on training for staff. Supervisors will take refresher courses; staff will receive training and/or retraining; and new hires will receive orientation.

Checklists are being utilized for new hires to ensure that training is received on the first day with follow-ups occurring the first and second week, and the last month of their employment. Training modules will also be utilized to provide instruction. Essie Spears will facilitate extensive hands-on training for all Housekeeping staff.

Housekeeping is committed to provide a clean work environment, and by having a dedicated training room, we will learn proper cleaning procedures, handling of chemicals, and hands-on operation of equipment to successfully accomplish the tasks of our responsibility ... *“Keeping It Clean”*.

The Training Room telephone number is 704-687-8372.

**-Jacqueline Anthony
Housekeeping**



RECYCLING NEWS

Fourteenth Annual Earth Day

By: Kathy Boutin-Pasterz
Office of Waste Reduction and Recycling

UNC Charlotte's Office of Waste Reduction & Recycling department celebrated the rain and its 14th Annual Earth Day Festival. We needed the rain and we needed it badly and it seemed that the rain brought out more visitors to UNCC's EARTH DAY festival. We had planned to hold it at the Belk Tower under the sunshine. However, we were happy to have the rain and set up under the Colvard Breezeway.

The activities were non-stop! We had more than 23 campus and community groups showcasing the environmental efforts being made here in our surrounding area. This year we had, for the first time, Furman Williams. Furman creates buildings for his train display from items that are normally thrown away. His buildings are replicas of some of the most popular buildings in Charlotte. Mr. Williams, an artist and former firefighter, recreates each building with great precision and they are architecturally sound (using toothpicks at times to reinforce the structures). Furmanville was featured in the Charlotte Observer in January.

The ever popular Reuse Booth was on location. Students and faculty perused and took over 14 boxes of FREE school and office supplies that have been donated by people around campus who no longer have a need for them. For the car lovers out there, we had four alternative fuel vehicles. The Humane Society was encouraging everyone to adopt. We had exhibits on solar energy, litter prevention, soil conservation, water conservation (important with our current drought situation), air pollution and clearing the air from NC Air Awareness, Carolina Clean Air Coalition, Carolina Clean Fuels Coalition and the UNCC Environmental Assistance Office. UNCC's EARTH Club had a vegetarian food tasting exhibit. Reedy Creek Nature Center brought a live snake. Our very own Gail Thomas was back on campus this time with the



Mecklenburg Recycling Exhibit. Dottie the Bottle (Ivory Clabaugh) greeted everyone and distributed information for the Office of Waste Reduction and Recycling. Furman Williams and his brother are picture above with "Dottie the Bottle".

Do you know how much we recycled during the school year of 2004-2005? If you came by our booth on EARTH DAY you saw the giant jar of jelly beans, each bean represented 250 pounds and we asked visitors to guess the number of jelly beans based on the pounds of recyclables. We recycled 1,639,769 pounds or 6560 jelly beans! If they guessed right they won the beans.

Joyce Clay (Capital Projects) from Facilities Management won all the jelly beans - we hope she shares them.



Kathy presents Joyce with the jelly-beans at the April 26 All Employees Meeting.

Personnel Pipeline

Melia James, Facilities Business Office—Personnel

- The **State Health Plan** has announced that a new **Preferred Provider Organization (PPO)** will be available for all state employees/retirees effective October 1, 2006. The PPO will offer three choices of health insurance coverage, or employees may choose to stay with the current Comprehensive Major Medical plan. For future information, please visit the Benefits website: http://www.uncc.edu/humanres_is/Benefits/ or the State Health Plan website: www.statehealthplan.state.nc.us
- The University of North Carolina at Charlotte now offers an Employee Assistance Program (EAP). As part of your employee benefit package, the EAP provides assistance and resources that includes **free** and **confidential** assessments, counseling and referrals for you and your family members. You can access the Deer Oaks EAP helpline 24-hours-a-day, 365-days per year by calling 1-877-327-7658.



May is Healthy Vision Month. The theme of Healthy Vision Month 2006 is reducing occupational eye injuries. Typical eye injuries occur by rubbed or abraded foreign matter or by striking the eye. The highest categories contributing to eye injuries are related to household, workplace, and sports. The right equipment can protect your eyes against irritation and injury. To learn more, visit the official site of Healthy Vision Month at <http://www.healthyvision2010.org/hvm/>

Time and Leave Reminders

- Compensatory time should be approved in advance and must be used before vacation/sick time. To track compensatory time earned/taken for the year, you can download the form from Financial Services website, under the payroll section <http://www.finance.uncc.edu/FormsNew.htm#Pay>
- All SPA employees, subject to the Wage and Hour Provisions of the Fair Labor Standards Act (FLSA), and who work more than six (6) hours per day, must include a meal period of **at least** thirty (30) minutes uninterrupted and indicate it on his/her timesheet.
- For approved time off, all employees need to complete, **in advance**, an Application for Leave form, and submit it to FBO-Personnel. Make sure the form has both the employee and supervisor signature.



Employee Awards Program



New Amenities:

Safe Team of the Quarter & Year

The “Safe Team of the Quarter” and the “Safe Team of the Year” award is based on statistical information provided by UNC Charlotte Safety Office.

Safe Team of the Quarter

New Amenity—One (1) hour of compensation earned* (replaces coffee break)

Safe Team of the Year

New Amenity—Eight (8) hours of compensation earned* (replaces lunch event)

New Awards:

(Complete details are listed in the award program package)

Unsung Hero Award

This award is presented to non-managerial and non-supervisory employees who, throughout the year, have been someone who could truly be depended upon in every aspect of the job, but may not have done anything out of the ordinary boundaries of the job. This employee will have the reputation of being at work everyday (excluding vacation), doesn't use excessive sick leave, always perform his/her duties exceptionally well, and is a trusted team player.

Amenities include:

- Unsung Hero lapel pin;
- Four (4) hours of compensation earned*;
- Recognition during FM Quarterly All Employees Meeting;

Idea of the Year Award

This award is presented to an individual or group of individuals who reflects thinking “out of the box”. The idea should be reasonable and provide FM cost-savings and/or improve overall FM productivity; in support with FM's strategic management goals and the University's mission.

Amenities include:

- Recognition during FM Quarterly All Employees Meeting;
- “Thinking Out the Box” award.



**Compensation earned will be awarded to those individuals who have had no disciplinary actions recorded within the last six months. Time earned should be used within 90 days of receipt.*

Highlights from the Third Quarter

Promotions

Shop 13 - Housekeeping

Huey Craig; Floor Maintenance Assistant

Essie Spears; 3rd Shift Housekeeping Mgr

Shop 14 – General Services

Robert Marceau; Maintenance Mechanic I

Shop 15 - Grounds

Lewis Richards; Grounds Worker

Shop 19 - Recycling

Henry Bennett; Grounds Worker

Kathleen Boutin-Pasterz; Recycling Coordinator

Zones 1 & 2

Robert MacDonald; Maintenance Mechanic III

James Kay; Maintenance Mechanic IV

Charles Kraus; Maintenance Mechanic V



New Employees

Shop 10 - Capital

John Fessler; Capital Director

Shop 11 - Electrical

Ed Seamon; Power Distribution Elec. II

Joshua Hyatt; Electrician I

Shop 12 - HVAC

Timothy Overcash; HVAC Supervisor II

Shop 13 - Housekeeping

Quinton Goodwin; Housekeeping Asst.

Robert Carey; Housekeeper

Delores Mayes; Housekeeper

Yvonne Eustache; Housekeeper

Shop 14 - General Services

James Krupa; Maintenance
Mechanic III

Shop 19 - Recycling

Samuel Moore; Recycling
Technician *(pictured right)*



Zones 1 & 2

John Garst; Maintenance Mechanic IV

Tommy Pressley; Maintenance Mechanic III

“Few things can help an individual more than to place responsibility on him, and to let him know that you trust him.”

– Booker T. Washington, educator

PERSONAL SUCCESS

Success Leaves Tracks

By: Brian Tracy

A wise man who had studied success for more than 50 years concluded that the greatest success principle of all was, "learn from the experts."

Learn From the Experts

If you want to be a big success in any area, find out what other successful people in that area are doing, and do the same things, until you get the same results. When I studied the interviews, speeches, biographies and autobiographies of successful men and women, I found that they all had one quality in common. They were all described as being "**extremely well organized.**" They used their time very well. They were highly productive and they got vastly more done in the same period of time than the average person.

Be Both Effective and Efficient

High performing men and women were both effective and efficient. They did the right things, and they did them in the right way. They were constantly looking for ways to

improve the quality and quantity of their output. As a result, their contributions to their organizations were vastly higher and therefore much better paid, than the contributions of the average person.

Action Exercises

Here are two things you can do immediately to put these ideas into action:

First, develop a study plan today to learn from the experts in your field. This can save you years of hard work.

Second, decide what is the most important thing to do, and then decide how to do it.



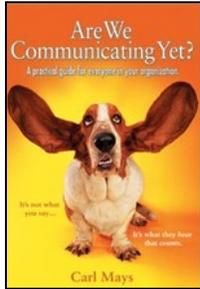
Jim Kay, Zone 2

KEYS TO ASSERTIVE BEHAVIOR

Source: Rockhurst University Continuing Education Center, Inc.

- Speak with respect.*
- Listen carefully.*
- Use facts, not judgment.*
- Express ownership of your thoughts, feelings and opinions.*
- Make clear, direct requests.*
- Have a positive self-image.*
- Don't make assumptions about the other person's thoughts, feelings, etc.*
- Ask for feedback.*
- Evaluate your expectations—are they realistic?*
- Separate the person from the situation.*

June is Effective Communications Month



Effective Communications Month is a great opportunity to strengthen and improve communications with everyone in your organization—peers, managers, business partners and staff.

Carl Mays, in his Power of One book “*Are We Communicating Yet?*” gives us some valuable tips on communicating effectively.

Communication is a Two-Way Street

Business leaders consistently list being able to communicate effectively as a major key to success. Industrial psychologists have documented that effective communication is the lifeblood of good relationships with business associates, customers, vendors and investors. Yet, the American Management Association reports that 90% of all problems in an organization is a direct result of poor communication. Marriage and family counselors also point to poor communication as a common reason for interpersonal conflicts.

Why is there such a failure to communicate?

One reason is that people fail to keep in mind that effective communication does not occur merely because a message has been presented. More important than what is said is how others perceive and respond to what is said. The greatest obstacle to good communication is the assumption that communication has taken place when it hasn't.

The dictionary defines *communication* as a process by which information is exchanged between individuals through a common system of symbols, signs or behaviors. This means that communication is a two-way street. The sender's responsibility is to present a clear message. The receiver's responsibility is to

1. hear
2. interpret
3. evaluate and
4. respond to the message.

Good communication can occur when the sender and the receiver show mutual respect. The sender shows respect through the words used and the receiver shows respect through actively listening to what the sender has to say.

Steps to Effective Communication

Clarify your ideas before communicating.

Be specific. Have a firm grasp of your primary idea, concept or message? Don't beat around the bush.

With empathy, acknowledge the rights and feelings of others.

Everyone has needs, wants, objectives and resources. When you relate to people in an acceptable way, you build credibility and trust. This helps create open, positive dialogue. Be yourself, but speak from the perspective and competency level of the receiver.

Be honest.

While using tact and good manners, make sure you are also honest. If you are not honest, integrity is lost. Communication is destroyed. Be compassionate in your truthfulness.

Pay attention to your body language.

From 75 to 95% of communication is nonverbal. People respect and respond to good eye contact, smiles, cordial voice tones, good posture, enthusiasm and well-placed humor.

Listen when someone else is talking.

Good listening is an absolute necessity for good communication. If there is no receiver, then the sender is wasting his or her time.

When implementing these steps on a consistent basis, we can be sure to have effective communication not only in June but throughout the year.

Happy Birthday to You!

This list was provided by Human Resources. If any names were omitted or the incorrect shop is listed, it was not intentional.

May

Boutin-Pasterz, Kathy	5/2	Recycling
Casey, Lisa	5/2	Grounds
Eustache, Yvonne	5/2	Housekeeping
Vang, Kao	5/2	Design
Tillman, Steven	5/3	Zone 2
Arnold, Lee	5/6	Recycling
Lilly, Dewey	5/6	Electrical
Pauler, Danica	5/6	Housekeeping
Barnes, Greg	5/7	Zone 1
Shankle, Beulah	5/8	Housekeeping
Hyatt, Joshua	5/9	Electrical
Hamilton, Charles	5/13	Housekeeping
Douangmavongsa, Khamphae	5/15	Housekeeping
Robinson, Bobby	5/16	Automotive
Tisdale, Lee	5/17	Housekeeping
Courtney, Curtricsa	5/18	Recycling
Koch, Kristina	5/19	Recycling
Yost, Paul	5/19	Zone 1
Baker, Arzella	5/21	Housekeeping
Munson, Dot	5/21	Recycling
Walter, Randy	5/21	Grounds
Byron, Yves	5/22	Housekeeping
Kish, Greg	5/23	Housekeeping
Deese, Julie	5/24	Housekeeping
Fitzgerald, Bob	5/27	Preventive Maint
Eudy, Terry	5/28	Zone 2
McLaughlin, Melissa	5/29	Grounds

June

Fisher, Kathy	6/1	Electrical
Luckey, Sandra	6/2	Housekeeping
Reis, Steven	6/2	Electrical
Lee, Bernetta	6/4	Housekeeping
Snyder, William	6/6	Electrical
Springs, Winford	6/7	Housekeeping
Campbell, James	6/9	Electrical
Whisnant, Robert	6/10	HVAC
Imes, Beverly	6/11	AVC Office
Joyner, Annie	6/11	Housekeeping
Fessler, John	6/14	Capital
McMiller, Steve	6/14	Housekeeping
Johnson, Melvin	6/15	Housekeeping
Anderson, Lance	6/16	Zone 2
Witherspoon, Melanie	6/18	Business Office
Sawyer, Margaret	6/22	HVAC
Price, Sherby	6/23	Housekeeping
Vasconez, Monica	6/23	M&O
Foster, Rena	6/25	Housekeeping
Carey, Robert	6/26	Housekeeping
Clabaugh, Ivory	6/26	Recycling
Braun, Robert	6/27	General Services
Stewart, Michael	6/28	Housekeeping
Wadford, William	6/28	Recycling
Stafford, Tommie	6/29	Housekeeping
Mullins, Daniel	6/30	Grounds

July

Bell, Ronnie	7/1	General Services	Jones, Sade	7/20	General Services
Pruitt, Joshua	7/3	Electrical	Griffin, Larry	7/21	Zone
Pennell, Terry	7/4	Grounds	Smith, Elvira	7/21	Housekeeping
Cao, Mike	7/6	Information Systems	Vazquez-Montalvo, Armando	7/21	General Services
Wilkerson, Scottie	7/6	HVAC	Lane, Larry	7/22	Preventive Maint
Stutts, Thomas	7/7	Capital	Neel, Mark	7/22	HVAC
Chalco, Gloria	7/9	Housekeeping	Herring, Matt	7/23	HVAC
Deal, Jessica	7/10	M&O	Gould, Henry	7/24	Recycling
Owens, Richard	7/11	Grounds	Young, Candlace	7/24	Housekeeping
Mulcahey, Helen	7/13	Recycling	James, Melia	7/25	Business Office
Conn, John	7/14	Preventive Maint	Chie, Sarah	7/26	Housekeeping
Young, Lotoia	7/14	Housekeeping	Donahue, Darrel	7/26	HVAC
Thompson, Shari	7/15	Housekeeping	Richards, Lewis	7/26	Grounds
Kirstein, Kirk	7/18	HVAC	Conder, Steve	7/27	General Services
Lemus, George	7/18	Housekeeping	Torrence, Virgil	7/28	Grounds

FYI—FOR YOUR INFORMATION

Facilities Management Staff and Campus Community:

Facilities Management is still continuing to work through the current gasoline services that most of you are use to. We have moved our existing gasoline tank and are using a temporary, leased fueling system. Due to the type of equipment, we need to supply staff to assist in the process.

We know this operation has inconvenienced some of you, but the problems that have slowed down the permanent full service system should be resolved in the near future. Currently, we offer gasoline services to campus vehicles and the Facilities shops for the five-day week at **two scheduled times per day**. The fueling station can be found at the new Facilities Management/Police Building just behind the parking lot.

Directions: To access the fueling area; take the road on the east side of the building that quickly turns into a gravel road. Follow the gravel road past the large white tank which will be the future permanent station. Once you pass the large tank pass the building on your left, turn left and ahead of you will be a green fuel storage tank. Attendants will assist you.

Fueling times are 7:00 a.m. until 9:00 a.m. and again from 1:30 p.m. until 3:30 p.m., Monday through Friday. Thank you for working with us.

John Carpino
Automotive and Preventive Maintenance
Supervisor



DESPERATELY SEEKING CARPOOLER

Facilities Management Mechanic needs carpooler coming down 1-77 from Statesville. Working hours 8:00 a.m. to 4:30 p.m. However, I will wait for those who work until 5pm. Call **Jim Kay** at Zone #2 Extension 7-8975 or 704-876-2229.

PLEASE!!! \$3.00 a gallon is NOW a reality!!



NASCAR Day May 19, 2006

Donated funds will go to The NASCAR Foundation, which supports a wide range of charities backed by individuals and organizations in the NASCAR Family. Please contact **Kelly Gay, Capital Projects**, at 7-6282 to donate your \$5 and receive your lapel pin.

STRATEGIC PLANNING

JULY 19, 2006
8:30 A.M. - 4:30 P.M.
BEN CRAIG CENTER

Goals, objectives and action plans for achieving our vision.

Reviewing the fourth quarter and fiscal year.

SLIDES ARE DUE JULY 17, 2006

ALL EMPLOYEES MEETING

JULY 20, 2006
10:00 A.M.—12 NOON
CONE CENTER, McKNIGHT HALL

Awards Program and Accomplishments for the fourth quarter.

SLIDES ARE DUE JULY 14, 2006

Facilities Management Staff Picnic

It's time to plan our annual picnic. This year the picnic is tentatively scheduled for August after the end of the fiscal year to accommodate the staff who work diligently during this time frame.

Volunteers are needed from each section and shop to form the event committee. Housekeeping needs at least two representatives. Supervisors and managers please provide Beverly Imes with the name(s) from your section or shop by May 22. Meetings will begin shortly thereafter.



Highlights from the Staff Appreciation Picnic—May 2

Hosted by UNCC Staff Organization Executive Committee



Remember Ed and Brenda Seamon in your thoughts and prayers. Over \$300.00 was raised at the picnic for the Seamon Assistance Fund.



Facilities Focus is a communication tool for the benefit and enjoyment of all Facilities Management employees. Your ideas are welcomed and appreciated for future issues.

Co-Editors: Beverly Imes and Melia James

Proofreaders: Jacqueline Anthony, Jodi Case, Ariel Jamison, and Shauna Messmer

Authors in this edition are listed with each article. Thank you for your creative input.

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Please look on line for the newsletter at:

<http://fmbld02.uncc.edu/AVC/Newsletter/default.asp?link=Issue17web.pdf>