

## *From the Associate Vice Chancellor of Facilities Management*

In this Newsletter, I'm going to focus my thoughts on an organizational value – **Respect for Others** - and on a Key Business Driver – **Teamwork**.

The definition of **Respect** in *The American Heritage Dictionary* is: “to feel or show deferential regard for.” Values are something that should guide our everyday actions toward each other. **Respect** for others means that we should treat all employees with regard and show deference to their feelings, ideas and their value within the organization. Respect should be present in all our interpersonal relationships. These relationships include supervisor to employee, employee to supervisor, craftsman to customer, designer to craftsman, craftsman to designer, project manager to shop personnel, supervisor to project manager, manager to supervisor, etc, etc, etc.... You make another person believe that you respect them by the words you use, by the tone of your voice, in the way you approach them and by your body language. If you approach your fellow employees with the belief that they are professional in their work, that they are trying to do the best job they know how, and that they are operating as part of the Team (not just out for themselves), then you cannot help but show “regard” and “respect” for them and their work. There is a certain level of trust inherent in seeing a fellow employee in this light. This trust is difficult at times, especially when there is disagreement on difficult issues. However, we will never truly display respect until we are able to achieve the level of trust described above. I urge each of you to consider how much better our working environment in Facilities Management would be if everyone displayed **trust of** and **respect for** others in all our daily interactions.

Closely aligned to the value of **Respect** is the key business driver of **Teamwork**. A key business driver is something the organization must excel at to be successful. Because teamwork was identified as an organizational weakness in last year's employee survey, we formed a process improvement team (PIT) to develop ideas on how to improve in this important area. The PIT defined **Teamwork** within Facilities Management as:

**TEAMWORK: Cooperative and coordinated effort on the part of all employees working together at all levels to successfully accomplish the mission of planning, building, operating, and maintaining the campus of The University of North Carolina at Charlotte through open communication and mutual respect.**

The PIT has come up with some great ideas to improve **Teamwork**. We have already started implementing these ideas. All managers, supervisors and selected key personnel have now attended a full-day Venture Teamwork training session. We plan follow-up sessions in the near future. During the summer months, we are planning communications training for all supervisors and managers. In the fall, we will start orientation sessions so that all sections of Facilities Management will gain an appreciation for the missions of the other sections within the organization. Why is improving **Teamwork** important? Because the sections of our organization are all interdependent! No section can function on its own. We all depend on each other to do our jobs. Believe it or not, each part of the organization is an internal customer of the other parts. We simply must work together in order to accomplish our mission as an organization. **Cooperation and Coordination = Teamwork**. Being good at this is **key** to our success as an organization. And by the way, isn't it more fun working here when people are pulling together toward a common cause?

The bottom line is this: Facilities Management can become a high performing organization and a great place to work – but not until **Respect and Teamwork** are ingrained in our organization. Let's work together to make these important attributes a natural part of the Facilities Management culture and workplace!

Philip M. Jones, P.E.

Associate Vice Chancellor for Facilities



# *Venture Teamwork Session*

## **BUILDING TRUST, TEAMWORK, AND COMMUNICATION**

On April 10<sup>th</sup> I learned about the importance of teamwork while completing the Venture Training program. Everyone has heard how my group worked together and successfully completed a rope course called the “Spider Web” without allowing any body part to touch the web. I feel Venture helped bring the different shops together and helped them build a bond that will enable them to work together more effectively in the future. This course taught me how important each group member is to the success of the team (Facilities Management). Venture activities are designed to illustrate the need for teamwork and how even one person not doing his/her job will cause the group to fail. For example, Phil Jones is the Associate Vice Chancellor, but he can not complete his department goals without the help of the entire department and with everyone working together in unity as a family.



The Venture Training Program teaches participating UNC Charlotte employees creative thinking, problem solving, and communication skills. Presently there are only six of these courses in the country, and UNC Charlotte is proud to be able to say that we have one available on campus.

This program provides activities for its participants to work together using **trust, teamwork, respect, understanding, and integrity** to reach their mutual goals by drawing on each group members’ strengths. When a prior participant was asked what their strongest memory of the program was, they stated, “It was learning to communicate and delegate within the group. The whole group learned how to overcome individual weaknesses and build on the strength of the group. We learned to listen to ideas from the entire group and how to come to a compromise that the team was comfortable with and that would allow the group to get the job done.”



Completing this program taught me how to see the University in a different light -- to see it as a whole rather than in parts – and that together we can move past viewing things as “mine” and begin seeing Facilities Management as “ours.”

-Gracie Caldwell, Housekeeping

## EMPLOYEE OF THE QUARTER

**Congratulations to Gaynell Williams, a Facilities Management housekeeper, who has been honored with the "Employee of the Quarter" award for January – March, 2003.** Gaynell came to work here at UNC Charlotte on February 24, 1997. She had been working at Young's Cleaners in Concord. She knew Dot Munson, from Recycling, and mentioned to her one day that she needed a job with more hours so Dot referred her here. Thank you Dot - Gaynell has become a great asset to Facilities Management!



Gaynell Williams

Gaynell resides in Concord, North Carolina, with her husband Gary. She has three children - two girls and one boy. She also has five grandchildren. Gaynell loves spending time with her family. One of her favorite things to do is to have dinner at the Western Sizzler with her daughter and grandchildren. She recommends the steak! Gary and Gaynell are very involved in the Highland Baptist Church of Concord where Gaynell loves to hear her husband play the guitar and banjo for the services.

The first floor of the Cameron Applied Research Center is where Gaynell spends her days at UNC Charlotte. She received six nominations from our customers on that floor. It is obvious from these recognitions that she is very much appreciated. Here are just a few of things Gaynell's customers wrote about her: Kathy Lloyd, of Precision Metrology, wrote, "Considering the activities and traffic on the first floor of the Research Center, it is no easy task to keep clean. Gaynell is always here, rarely absent and has everything cleaned before my arrival at 7:30 a.m. If anyone is deserving of an award, it is certainly Gaynell!" Ruth Burnett wrote, "It takes a special person to be able to keep up with the day to day workings of keeping the 1<sup>st</sup> floor looking good". She added that this is especially true for a "building that never sleeps."

If you were to ask Gaynell how she likes her job, you would get a positive reply. She would tell you she has a lot of respect for her managers, Brian Guns and Gracie Caldwell, and she enjoys working with her supervisor, Confort Wilson. Gaynell loves the people she works for at Cameron. They are all appreciative of her work and are very friendly throughout her day. Gaynell likes working the early morning shift. She leaves her house at 4:15 a.m. to arrive here at 5:00 a.m. I am yawning just thinking of that hour! Gaynell has completed her day at UNC Charlotte by 1:30 p.m. This gives her lots of time to spend with her grandchildren.

If you see Gaynell, please congratulate her on receiving the award, and we all thank her for her hard work and wonderful work ethics.

- Noella Paquette, Administration

### *Interested in Taking a Computer Class?*

Considering taking some computer related courses? Great! There are many courses offered. Some are offered here on campus through the Information Technology Services (ITS) Department. They put out a listing at the beginning of each quarter to assist in planning. Some of these courses are pretty basic, but some are more advanced. Courses offered via ITS are normally free. There are also a load of courses offered off-campus at various institutions. For example, Central Piedmont Community College offers a host of courses. Some of these classes are just a few weeks in duration, but some are a full 16-week semester. Courses offered through CPCC are generally very inexpensive, and if they improve your skills for the job that you have, they could be paid for by Facilities Management. There are other vendors out there that offer computer courses. These are typically just a few days in length and are quite expensive. Again, in order for Facilities Management to pay, the class must:

- a. be in the employee's training profile which is developed by his/her supervisor (to improve present job performance)
- b. be in the Shop's annual training plan (as developed by the supervisor)
- c. be approved for funding in the annual budget
- d. be approved in advance of attending

Prior to registering for any computer related course, be sure to check with your supervisor and then, if you are taking the course for college credit, check with Gwen Sasser in Admin, to ensure that your paperwork is in place for your reimbursement. Final approval of courses that expend funds must be approved by your supervisor, section manager, and Phil Jones, the AVCFM.

Also, be sure to talk with the MIS department. While we are not an approving agency, we do verify that you meet at least minimum qualifications and that there are no prerequisites to be met. We also verify that the vendor is certified by the application owner to instruct the class. For courses that are instructed by outside vendors, we verify that they are certified by University ITS as well as Facilities Management MIS. Also, we verify that we receive a discount for the course. Most certified vendors give a 25 to 35 percent discount through ITS/MIS.

There is also one more important reason to go through MIS and that is to make sure that once you receive training you will be able to put it to work. Most computer related training will have no problems, but some courses, especially any courses that require access to Facilities Management databases, have to be certified as having a legitimate need to access said databases. Also, approval and the granting of rights must be obtained from MIS prior to using such applications.

- John Faison, MIS

## TEAM OF THE QUARTER

**Congratulations to Lee Arnold, Kelly Freshcorn and Dot Munson of Recycling for being selected as recipients of our Facilities Management Team of the Quarter Award for January – March 2003.**

When asked why they thought their team had won this award, they responded:

**Lee Arnold:** "I believe we won the award because we function as an efficient, safe, award winning unit."

**Kelly Freshcorn:** "We always work as a team to get the job done, whatever the job."

**Dot Munson** "Saving the University money by not getting rid of a truck load of boxes that we brought to Physical Plant from the Administration building to be broken down and stored to be re-used."

These folks know what teamwork is all about. Dot Munson said, "Teamwork is helping each other in whatever they are doing and never leaving one alone when the task is too much for one person. When you see one Recycler you usually see another." Lee added, "Teamwork is a lot of things that go unspoken. Tasks that need doing get done without a lot of micromanagement." Kelly Freshcorn further elaborated by saying, "Teamwork means you watch out for your partners, anticipate their needs, and are always ready to jump if they need help. It is everyone working together until the very end." Well said! We could all learn from their example.

Ever wonder what got these employees interested in recycling? Lee Arnold attended his first Earth Day celebration in 1970, as a representative from his high school, and has been interested in making a difference with the environment ever since. Dot Munson got interested in recycling when she worked in Housekeeping. She loved getting all the recycling paper, cans, bottles and anything else that could be recycled. (Side note: It has been told that when Dot worked in CARC as a housekeeper, she was so adamant about the importance of recycling that all the faculty, staff, and students in that building were afraid to NOT recycle!). If there was something Dot was not sure of, she would call the Recycling Department so when a job position came open, she jumped on it, and she loves every minute. Kelly Freshcorn, 24, has been recycling all her life at home. Kelly said, "It's something you have to do, no questions asked." Wow! Kelly also is an environmentalist. She has a B.S. in Biology/Environmental Science, and a B.A. in Earth Science. Kelly said, "I guess you could say, I am seriously out to save the Earth, and I'm just starting here at UNCC."

A few benefits of Recycling per Dot, Kelly and Lee include: 1) Saving landfill space & trees, 2) Using fewer of our natural resources, and 3) Using recycled materials allows for new industries. Lee Arnold added, "Recycling is the minimum most individuals can do to improve their home, community, and country, and overall the Planet. Recycling introduces individuals to an avenue that they too may make a difference in their world and their lives."

To fully understand just how exceptional this team is, you have to be familiar with a few of the many awards the Recycling Department has earned:

Carolina Recycling Association (CRA) Front Line Award for Outstanding Front Line Staff Person of the Year 2002 – Lee Arnold , 2001 Mecklenburg County Recycler of the Year, CRA Outstanding College/University Program of the Year 2001, Mecklenburg County Wipe Out Waste Outstanding Recycling Mentor of the Year 2000, CRA Shining Star Award Year 2000, CRA Spotlight Award for Excellence in Waste Reduction & Recycling Year 1998, countless perfect attendance awards and safety awards. This has to be a reflection of good leadership and excellent teamwork.

What an extraordinary team! Remember to recycle!!

*Reminder: Policy Statement 110, the UNC Charlotte Solid Waste Reduction and Recycling Policy, makes recycling and waste reduction a requirement for every member of the campus community. More information on recycling can be found at: <http://facilities.uncc.edu/Recycling/Web/Materials.htm>*

- Hedy Talley, Administration



Dot Munson, Lee Arnold, Kelly Freshcorn

## ***SERVING OUR COUNTRY***

As we go through our daily routines and by noontime on Monday we are wishing it was 3:00 p.m. on Friday, let us take a moment and give thanks to our troops and reflect on their hard work and dedication which is making the USA a country to be proud of. Let us stop for a moment and thank our fellow employees who have been called to active duty. We have four employees at the present time that we can be proud of for serving our country:

**Hamp Brown - Housekeeping**

**Chris Gilbert - Engineering Services**

**Pat Patrick - General Services**

**Robbie Robinson - HVAC**

Our best wishes go out to all of you and on your safe return home. Thank you for serving our country!

- Noella Paquette, Administration

## FOCUS ON STAFF

Congratulations to **Gaynell Williams**, of Housekeeping, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to **Lee Arnold, Kelly Freshcorn, and Dot Munson** of the Recycling Crew, who were recipients of the Team of the Quarter Award.

Gaynell was nominated by several occupants of the Cameron Applied Research Center (CARC) for consistently doing an outstanding job and for always being willing to go the “extra mile” when needed. She was also described as having a pleasant attitude, providing excellent service, being conscientious, and as consistently doing whatever is necessary to take immaculate care of a building that “never sleeps.”



Gaynell Williams and Phil Jones

The Recycling Crew was nominated for the extra work they consistently do to save money on campus by going out of their way to assist others in obtaining reusable items. For this particular nomination, they not only located needed reusable supplies but they also loaded, delivered, and helped store the materials.

Other recipients for the January – March 2003 quarter were:

**Customer Service Awards – Individual (nominated by campus customers):**

**Bob Fitzgerald, Terra Perkins, Melvin Johnson, and Gaynell Williams**



Phil Jones, Dot Munson, Lee Arnold, and Kelly Freshcorn

**Award for Excellence – Individual (nominated internally):**

**Jeffrey Adams, Lora Aricco, John Barden, Joyce Clay, Penny Franki, Beverly Hancock, Minnie McCross, Kelly Nash, and Noella Paquette**



Phil Jones and Penny Franki



Phil Jones and Joyce Clay



Phil Jones and Lora Aricco

To view photos and read detailed descriptions of nominations,  
visit our website at <http://facilities.uncc.edu/awards>

## FOCUS ON STAFF

**Safe Teams of the Quarter** (no accidents reported during the quarter):

**Automotive, Electrical, Preventive Maintenance, and Recycling**

**Customer Service Awards – Team (nominated by campus customers):**

**Lee Arnold and Will Rust; Lance Anderson and Jerry McCarthy; and Rick Mancini and Gary Wirkus**

**Award for Excellence – Team (nominated internally):**

**Jacob Atkinson and Steve Conder; Kelly Nash and Chuck Pike; Lee Arnold, Kelly Freshcorn, and Dot Munson; John Barden, Keith Lewis, and Bobby Robinson; John Barden and John Carpino; and Beulah Shankle and Novella Townsend.**



Novella Townsend, Beulah Shankle,  
and Phil Jones



Phil Jones, Gary Wirkus and Rick Mancini

## SAFE TEAMS OF THE QUARTER



Bobby Robinson  
Representing Shop 16

**Automotive**

**Electrical**

**Preventive  
Maintenance**

**Recycling**



Yates Benton  
Representing Shop 11

**FACILITIES MANAGEMENT  
EMPLOYEE SATISFACTION SURVEY**

**SCHEDULE**

**July 2003**

**(Please note that all supervisors and managers should only attend the session on July 28th)**

Date	Time *	Group	Location
July 22 Tuesday	8:00 a.m.	Non-supervisory employees only <b>Shop 10</b>	Cameron 101
July 23 Wednesday	6:00 a.m.	Non-supervisory employees only <b>Housekeeping – 1<sup>st</sup> and 3<sup>rd</sup> Shift – HVAC – 3<sup>rd</sup> shift</b>	Cameron 101
July 23 Wednesday	8:00 a.m.	Non-supervisory employees only <b>Shops 11, 16, 18</b>	Cameron 101
July 23 Wednesday	8:00 a.m.	Non-supervisory employees only <b>Shop 12</b>	Cameron 119
July 23 Wednesday	3:30 p.m.	Non-supervisory employees only <b>Electrical 2<sup>nd</sup> Shift Housekeeping – 2<sup>nd</sup> Shift HVAC 2<sup>nd</sup> Shift Shop 19</b>	Cameron 101
July 28 Monday	8:00 a.m.	<b>All Supervisors and Managers</b>	Cameron 101
July 28 Monday	1:30 p.m.	Non-supervisory employees only <b>Shop 15</b>	Cameron 101
July 30 Wednesday	8:00 a.m.	Non-supervisory employees only <b>Shop 14</b>  (and any non-supervisory employees who missed their scheduled session)	Cameron 101

\* Each session should take less than 1 hour.

**SURVEY RESULTS WILL BE AVAILABLE IN EACH SHOP/SECTION.**

**FACILITIES MANAGEMENT****POSITIONS FILLED**

July 1, 2000 - December 31, 2002

<b>Shop/Section</b>	<b>Positions Filled with New Hires</b>	<b>Positions Filled by Promotions within FM</b>	<b>Total Positions Filled</b>	<b>% of Positions Filled by Promotion</b>
<u>SHOP 10:</u>				
AVCFM	0	1	1	100.00%
ADMIN	7	3	10	30.00%
CAPITAL	3	1	4	25.00%
MIS	1	1	2	50.00%
ENG SVCS	5	1	6	16.67%
M & O	1	0	1	0.00%
SHOP 11	5	1	6	16.67%
SHOP 12	6	5	11	45.45%
SHOP 13	48	4	52	7.69%
SHOP 14	6	4	10	40.00%
SHOP 15	17	8	25	32.00%
SHOP 16	1	0	1	0.00%
SHOP 18	1	1	2	50.00%
SHOP 19	1	2	3	66.67%
<b>TOTALS:</b>	<b>102</b>	<b>32</b>	<b>134</b>	<b>23.88%</b>

**SUMMARY:****134 POSITIONS WERE FILLED IN FM DURING THE PERIOD 7/1/00 - 12/31/02.****32 OF THESE POSITIONS WERE FILLED WITH EMPLOYEES WHO WERE PROMOTED FROM WITHIN FM.****\* MANY OF THE POSITIONS FILLED WITH NEW HIRES WERE ENTRY LEVEL POSITIONS.****23.88% OF POSITIONS FILLED WERE PROMOTIONS.****2002 Perfect/Excellent Attendance****Perfect Attendance:**

Al McCool (Capital)	Charles Rust (Capital)	Dan Ziehm (Capital)	John Neilson (Capital)
Mike Barnes (Capital)	Noella Paquette (Admin)	Pat Sinclair (Admin)	Peter Franz (Capital)
T.L. Smith (Eng. Ser.)	Lewis Jackson (Shop 11)	Confort Wilson (Shop 13)	Donnie Leak (Shop 13)
Essie Spears (Shop 13)	Gaynell Williams (Shop 13)	Gracie Caldwell (Shop 13)	James Brown (Shop 13)
Minnie McCross (Shop 13)	Ronald Hook (Shop 13)	Sylvester Steele (Shop 13)	Tera Bryant (Shop 13)
David Hillard (Shop 14)	Chris Hamm (Shop 15)	Dovel Riggins (Shop 15)	Frank Milone (Shop 15)
Gary Edwards (Shop 15)	Grady McKee (Shop 15)	Isaac Nelson (Shop 15)	Jose Palacios (Shop 15)
Penny Franki (Shop 15)	Dot Munson (Shop 19)	Gail Thomas (Shop 19)	Kelly Freshcorn (Shop 19)

**Excellent Attendance (Used 16 hours or less of sick leave in 2002):**

Charles Puckett (M&O)	Ray Dinello (MIS)	John Faison (MIS)	Gwen Sasser (Admin)
Steve Burt (Eng. Ser.)	Tom Sparks (Capital)	Ed Seamon (Shop 11)	James Manley (Shop 11)
Arnold Ted Tucker (Shop 12)	Howard Jaecks (Shop 12)	Rena' Foster (Shop 13)	Fred King (Shop 14)
Dan Mullins (Shop 15)	Ralph Necaie (Shop 15)	Richard Owens (Shop 15)	Robert Bailey (Shop 15)
Sam Bolick (Shop 15)	Steve Knuth (Shop 15)	Terry Pennell (Shop 15)	Lee Arnold (Shop 19)

# CPR Provider Level Training

Eight of our employees are now fully certified as CPR Basic Life Support Instructors: **John Conn, Jessica Deal, Donnie Leak, Rick Mancini, Kelly Nash, Steve Scott, Ed Seamon, and James Williams**. On April 23<sup>rd</sup>, they held their first class for an additional 24 FM employees who are now certified at the CPR Provider Level. We plan to continue training others at the CPR Provider Level on a monthly basis.

**Wednesday, April 23, 2003**

**8:00 a.m. – 12:30 p.m.**

**Instructors:**

- Donnie Leak
- Rick Mancini
- Steve Scott
- Ed Seamon



**Attendees (Shop 13 -Housekeeping):**

- Henry Bennett
- Angelia Davis
- Sarah Duncan
- Bonnie Johnson
- Lucille Jordan
- Lillie McDuffie
- Steve McMiller
- Joann Pearson
- Sherby Price
- Beverly Starcher
- Novella Townsend
- Lacy Williams



**Wednesday, April 23, 2003**

**12:00 – 4:30**

**Instructors:**

- John Conn
- Jessica Deal
- Kelly Nash
- James Williams



**Attendees (Maintenance and Operations):**

- |          |                               |                   |
|----------|-------------------------------|-------------------|
| Shop 11: | Tracy Bevins                  | Bob Lewis         |
| Shop 12: | Jeff Brindle                  | Scottie Wilkerson |
| Shop 14: | Robert Braun<br>Adam Thompson | Tim Smith         |
| Shop 15: | Steve Knuth                   | Frank Milone      |
| Shop 16: | Keith Lewis                   |                   |
| Shop 18: | Ken Cranford                  | John Tarlton      |

## Announcements

### Annual Facilities Management Picnic

**May 16, 2003**

**12:00 PM to 2:30 PM**

**Same location as last year!  
(near baseball field)**



**Next CPR Training Class will be scheduled in May.**

# POPULATION OF UNIVERSITY CITY CONTINUES TO INCREASE

Population increases in Facilities Management are making employees wonder what's in the water at UNC Charlotte. With four pregnant women, all due within the next five months, we had the nerve to ask the following questions. Casi Shepardson and Kelly Nash are expecting their first child. Marisa Elston and Kelly Gay are expecting their second child.

- Are you sad that those "people suffering from bad backs and expectant mother" warning signs won't apply to you any more?  
(ha-ha no more "expectant mother" parking for you)

Kelly Nash – bad back signs will still apply to me  
Kelly Gay – no, I am one tough cookie

Marisa Elston – no, I don't expect special privileges  
Casi Shepardson – no, I really haven't had it that bad
- Admit it, you've missed roller coasters

Kelly Nash – yes, I love the thrill and adventure  
Kelly Gay – can't remember the last time I rode one, so no

Marisa Elston – no, I have a toddler to chase after  
Casi Shepardson – yes, I do miss roller coasters
- How long do you think you'll last before you scream for the epidural?

Kelly Nash – I will scream immediately. I hate pain.  
Kelly Gay – I will be screaming 2 weeks before labor begins.

Marisa Elston – instantly, drugs are wonderful  
Casi Shepardson – I intend to go as long as possible without the epidural
- Breastfeeding or formula?

Kelly Nash – formula, I can't deny John the joy of feeding our baby  
Kelly Gay – both, my babies are real hungry

Marisa Elston – formula, I need to get back to work  
Casi Shepardson – breast feeding for as long as possible
- What will be your first alcoholic drink after giving birth?

Kelly Nash – vodka      Marisa Elston – Michelob Light      Kelly Gay – white zinfandel      Casi Shepardson – glass of red wine
- What's been your favorite piece of maternity clothing?

Kelly Nash – sweat pants      Marisa Elston – Rick's tee shirt      Kelly Gay – my underwear      Casi Shepardson – peasant blouse
- How do you feel about not sleeping through the night? (babies cry ladies)

Kelly Nash – not looking forward to it; I require lots of sleep  
Marisa Elston – not happy about the lack of sleep so I bought stock in "no-doze"  
Kelly Gay – since Walker is only one, I haven't slept since he was born  
Casi Shepardson – it stinks, but it's God's way of preparing us for what's to come



-Lora Aricco, Administration

Abigail Lee, daughter of John and Casi Shepardson, was born on April 10, 2003, at 12:08 p.m. Abigail weighed in at 7 lbs. 11 oz. and was 20" long.



Marisa Elston, Casi Shepardson, Kelly Nash, and Kelly Gay