



NEW Review

September 2008

Chapter Mission Statement

The Northeast Wisconsin IFMA Chapter is an Association of Facility Management Professionals with the common goal of advancing their profession and promoting individual career development through education, networking and information-sharing.

www.ifmanewisconsin.org

From the President...



The N.E. Wisconsin IFMA Board met earlier this summer to discuss our objectives for this coming year. I was sharing the details of my article for the first newsletter. We were brainstorming and the idea of putting my face on an Uncle Sam photo came up. So, here it is. It was worth it if it got your attention! Sometimes being corny is okay...

President's message	1
Member Highlights	3
I Can't Help It	3
Improving the Workplace	6
September program	9

- **High Quality Programs**
- **Effective Promotion of Programs and Events**
- **Growth of Membership**
- **Growth of Meeting Attendance**

The most important element of reaching these objectives is **YOU**.

2008-2009 EXECUTIVE COMMITTEE MEMBERS

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How can YOU help?

I totally understand how limited your time is. The life/work balance is a challenge for everyone. So, we are not requesting a huge commitment of your time. We are very fortunate this year to have some new volunteers for our committees this year, but we still have a few gaps.

Would **YOU** consider being on our **Sponsorship Committee**? This is a huge part of our chapter's financial stability. Each year, our sponsorship fund makes up the majority of our operating income. The money we collect at our programs does not cover the cost of programs and, most times, not even the cost of the food. We are only asking for whatever time you DO have. Give me a call!

Would **YOU** consider being on the **Tri-Chapter Committee**? Kirsten Krowas is volunteering her time to organize this event, which will be held in Green Bay this year, with members from the other 2 chapters. Your assistance could be anything from providing ideas on topics/speakers of interest to assisting in finding an ideal location/menu/door prizes. Give Kirsten a call!

Would **YOU** consider being on our **Communications Committee**? Lois Peterson has done such an awesome job for the past several years. She could use a break and some help. Give Lois a call!

Would **YOU** consider joining Jim Hannus in the planning of our **golf outing** this year? How can we increase attendance – make it more fun? Send us your ideas. Give Jim a call!

Would **YOU** consider being part of our **IFMA Board**? This is my 6th year as a volunteer. I can thank Jeff Tappen for approaching me in my first year as a member and asking if I would be on the Membership Committee. I have gotten to know some great people and have learned so much about IFMA. And I was able to give back to the organization – and it was never a burden. Give one of us a call!

Would **YOU** commit to attending every program this year? We will make sure they are worth your while and also that there is time for you to network with other facility managers.

Would **YOU** send us your feedback on the programs?

Would **YOU** send us your ideas on programs and potential new members?

These are just a few ways that **YOU** can make a difference. Our Board is committed to getting to know **YOU** better this year. We are looking forward to your feedback and visiting with you at our meetings.

This is **YOUR** IFMA Chapter – and **YOU** really can make a difference.

And make sure you “save the dates” on your calendar for our monthly programs.

If I did get your attention, send me more ideas on how I can look silly...

Uncle Jean



Member Anniversaries

Bill Beachkofski - 9/21/2007

Pat Danforth - 9/11/2007

Bill Dowell, CFM - 9/03/2002

Rick Griesser - 9/18/2007

Ron Kilgore - 9/20/2004

Layne Sessions - 9/01/2006





The Executive Committee would like to take this opportunity to welcome the following new members to our chapter! Please join us in greeting them at the next meeting!

Melissa Schumacher, Allsteel, Inc.
Scot Wallace, Special Forces Building & Grounds

Life is like riding a bicycle. To keep your balance you must keep moving

Albert Einstein

The world is a dangerous place, not because of those who do evil, but because of those who look on and do nothing.

Albert Einstein

We are what we repeatedly do. Excellence, then, is not an act but a habit.

Aristotle



Member Highlights

A new feature is being added to the monthly newsletter. If you have an announcement about yourself, another member, or your company that you would like to share with our membership, please email it to me at lpeterson@dlcouch.com.

ServiceMaster Building Maintenance (member, Abbi Garavet) received the second-place award this June in Corporate Report's fourth annual Best of Wisconsin Business Awards in the Best Janitorial Service category. In July, they also became certified as a GS-42 cleaning contractor by Green Seal, making them one of only nine businesses in the country to offer this Green Seal-certified service.

I Can't Help It—I Was Born This Way

taken from FMJ, July/August '08
by Sue Thompson

One of my closest friends in high school took classes after graduating at a local junior college—her favorite subject was calculus. Marty didn't need calculus for her work, but she took Calculus I, and then Calculus II, and then on up to Calculus IV because it was fun. As far as I know, she never applied it to any aspect of her life. She simply enjoyed the order and symmetry of calculus. I can barely remember how to put together an algebraic equation. Why did math come so easily for Marty—and she didn't even need it for anything?

Have you ever wondered if you were left out when gifts and talents were handed out? Does it sometimes seem as though other people have a big pool of talent and you received a puddle?

Some people believe talents are bestowed upon them miraculously. Gospel singer and songwriter André Crouch has told the story many times of how his father prayed for him in church one Sunday and how he received what he calls "a gift for music." One day he sat down at the piano and began to play chords as though instinctively knowing how the keys sounded together. He was unaware of any aptitude he had for music and had received no training. That's a miraculous example—just not very common.

Some people believe talents are created strictly by our upbringing and influences—such as the man who becomes a successful chef because his mother and aunts enjoyed cooking and he loved being in the kitchen with them. Many believe talents are innate but consider them a tremendous mystery—a roll of the cosmic dice. We can't help but be a bit envious of someone who never has to work hard at the things with which we struggle, such as my friend and her "head for numbers."

The blank slate

For many years within recent history, experts told the world

that we are the product of our environments, shaped by our parents and experiences. These experts believed we came into the world *tabula rasa*—a Latin term meaning "blank slate"—ready to have things written on us. The most potent pen that writes upon us, the experts told us, is our parents.

Long before these experts, however, people understood intuitively what their eyes told them—there are different types of people, born with different personalities and abilities. In about the last 30 years, technology has given researchers the ability to put to the test the thinking that we're just empty tablets waiting for life to write upon us. What they're discovering is what folks a millennium ago could have told them—we're born with something.

We now know with certainty that we are born with particular temperamental traits. Different researchers look at temperament in varying ways, but they all admit that we come out of the womb with an inborn way of seeing the world. Our brains provide us with a kind of template through which we view life, and on which we place our learning and experience. We build upon that template with things such as parental upbringing, traumas, character, cultural and generational differences, and general preferences. Together, all of these create our personalities.

Researchers tell us we are also hardwired with specific talents, formed by neural pathways from the time we were in the womb. Think of these pathways as a highway system in the brain, with roads created by the tremendous amount of information and impulses being processed. Some of that traffic finds its way onto the brain's version of wide-open, frictionless, stop sign-free superhighways where it travels at 100 miles-an-hour with no accidents. These cerebral autobahns are your talents.

I was born this way

Patterns of thought and behavior that seem perfectly natural to us are our individual talents and gifts. They are the things in which we will always excel—given the opportunity to use them. All of the work spent on improving our weaknesses will never cause us to excel in an area of non-talent. We may gather skills and knowledge that will be of use to us, and we may become fairly proficient, but we will never experience the agility of true giftedness.

I like The Gallup Organization's definition of a talent: "any naturally recurring pattern of thought, feeling or behavior that can be productively applied." The key word here is recurring. It's what you do again and again instinctively, without thought. If it can be applied to something productive, it's a talent. For instance, the ease with which you see how things might be organized or arranged, or your ability to explain complex ideas in terms simple to understand or your love for strategy—these things can be productively applied. Gallup's book, *First, Break All the Rules*, says, "Your talents are the behaviors you find yourself doing often. You have a mental filter that sifts through your world, forcing you to pay attention to some stimuli, while others slip past you unnoticed. Your instinctive ability to remember names, rather than just faces, is a talent. Your need to alphabetize your spice rack and color-code your wardrobe is a talent. So is

your love of crossword puzzles, your fascination with risk or your impatience. Any recurring patterns of behavior that can be productively applied are talents. The key to excellent performance, of course, is finding the match between your talents and your role."

I did not start out in facility management. I came to it after years of work as an administrative assistant and an office manager. During those years, I developed my talent for taking personal responsibility for following through on what was given to me, accurately executing instructions and figuring out how to get things done when I didn't have a clue as to how to do them. I have a natural-born ability to take charge, give orders and, at my best, get difficult people to work together. I carved out a role for myself in a company that has given me the responsibility for facility management simply because I get things done and excel at relationship-building. I do not have all of the strengths necessary for this role, but we do not need strengths for every aspect of our roles to excel. Nor do I have all of the skills and knowledge many facility managers bring to their jobs as a result of education and experience. But I do have talents and strengths that I can use anywhere, no matter what the job. Of course I have weaknesses, but they do not hinder my ability to perform with excellence. I can't help it that I'm good at what I do. I was born this way—and I developed it.

I'll just learn to sing

You might be asking, "Can't I just apply myself to something and become strong in it?" The fact is that you certainly can learn how to do things that will be of use to you in your life and work. You can learn how to use PowerPoint, calculate complex mathematical equations and speak confidently to a group. You can study accounting, acting, diplomacy, engineering or art history. You can take a speed-reading course or "Finance for Non-Financial Managers." But if the talent for the task is not there, it will simply be a learned skill without the power of natural aptitude behind it. In fact, a number of studies have shown that when being trained, we grow exponentially in areas where we already possess a talent. Without the talent, we can improve only appreciably. Possessing that learned skill or ability is still quite useful. However, you will become aware that you do not excel at the ability. Next to someone with natural ability, we're just getting by, but we can still use a skill and be glad we have it.

What are your natural born talents?

Naturally, you'll want to know how to find out what talents you were born with. One way to find your principal talents is by observing yourself. According to Marcus Buckingham and Donald O. Clifton, Ph.D., authors of *Now, Discover Your Strengths*, "If you want to reveal your talents monitor the situations you encounter." These top-of-mind reactions provide the best trace of your talents. They reveal the location of strong mental connections."

The authors offer these "five clues to a talent":

- n Yearning: What kinds of activities are you naturally drawn to?
- n Rapid learning: What kinds of activities do you seem to pick up quickly?

- n Flow: In what activities did the steps just come to you automatically?
- n Glimpses of excellence: During what activities have you had moments of subconscious excellence ("How did I do that?")?
- n Satisfaction: What activities motivate you, either while doing them or immediately after finishing them ("When can I do that again?")?

Tackling weaknesses

Which brings us to the question—what about our weaknesses? Given all of this wonderful instruction on how our brains are formed and how we can develop our hardwiring, what do we do with the things we aren't wired for? Working on one's weaknesses is not wrong, but it might not be fruitful. It all depends on what we want.

We certainly have weaknesses that can be addressed. We may need a particular skill for the job, even if we're not wildly talented. For instance, it doesn't matter if I'm not good at financial concepts—I still have to manage budgets in my position, so I have to learn enough to do what's required of me. Working on creating new strategies for communication, learning to develop our relationships, or going through experiences that open us up to different values are also important. As social creatures we must learn to deal appropriately and effectively with people we encounter. The old excuse, "I can't help it—I was born this way," is not



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completely true in these cases. We possess learned responses and can address our weaknesses—expressing ourselves in more beneficial ways or learning a task we can't avoid. We can change patterns and behaviors; what we cannot do is change our basic personality.

Instead of seeing our non-talents as weaknesses that must be corrected, consider focusing on what you're really good at and finding ways to manage the things that need work. *Now, Discover Your Strengths* provides five strategies for managing a weakness due to a lack of talent:

- n Get a little better at it.
- n Design a support system.
- n Use one of your strongest themes to overwhelm your weaknesses.
- n Find a partner.
- n Just stop doing it.

As much as possible, dedicate time and energy to the things in which you excel. Manage around a weakness so that you won't waste time on trying to fix what cannot be fixed.

Confidence in your strengths

Someone once said, "I don't do a lot of things well, but I do a few things brilliantly." It's finding those things that we do brilliantly that will give us direction and purpose if we are willing to follow their lead. You should be able to confidently describe your strengths. You can't help what you're good at. You were born that way.

Improving Environmental Conditions in the Workplace

from FMJ, July/August 2008

by Hayley Jacobs

Whether in a home, an office building, a shopping mall or a restaurant, more than 90 percent of an American's life is spent indoors, and there are various factors that contribute to the quality of our indoor environment. A decrease in worker productivity due to environmental factors in the workplace is a common threat to a company's bottom line. Facility managers are often held responsible for ensuring a healthy environment for building occupants. From lighting and thermal comfort to volatile organic compounds and noise, there are easy ways to improve conditions for employees which could, in turn, increase a company's economic bottom line while decreasing the impact the building has on the environment.

Lighting

The natural and artificial lighting in a workspace plays a crucial role in the indoor environment and can have a great affect on productivity. Making improvements to the artificial lighting systems in a facility will not only provide a better working environment for employees—meaning reduced absenteeism and increased productivity—they also contribute to energy savings when facilities upgrade to more energy efficient systems.

"Around 22 percent of the electrical energy used in the United States is in lighting. Changing to more efficient lighting is the simplest thing to do in a building," said Steve McGuire, manager of corporate environmental affairs for Philips Lighting. More energy efficient systems also will minimize the environmental impact of the building.

The amount of light or type of lighting necessary for productive work will depend on the task. For example, many employees work at computers and glare is a common problem that can reduce performance and increase frustration. To combat this, workplaces should use adjustable blinds so employees can control the amount of natural light entering their offices. Direct artificial lighting that can be controlled by the worker can also be useful for certain tasks.

Many lighting companies offer systems with controls for the user to increase or decrease lighting through dimming to fit a certain task. According to a research study by the Light Right Consortium, workers with personal dimming control showed more sustained motivation and improved performance while reporting higher ratings of overall environmental satisfaction and self-rated productivity.

In general, the Center for Inclusive Design and Environmental

Access suggests that using a combination of natural and artificial lighting that can be adjusted or controlled by the worker will create the most comfortable environment where productivity will abound.

Installing skylights or windows to provide natural daylight can also contribute to increased productivity. A Rocky Mountain Institute report relating to sustainable buildings and human productivity discussed a Wal-Mart store designed with skylights on half of the roof. The results showed that sales per square foot located within the departments with access to natural light were significantly higher compared with sales in departments located underneath the conventional roof. The report also found that sales were higher than in identical departments in other stores without access to skylights, and Wal-Mart employees preferred to work in the departments with daylight.

Thermal comfort

The temperature, ventilation and humidity in a workspace contribute to thermal comfort which can also greatly influence the comfort, productivity and performance of employees. These factors can also impact employee health.

"Research studies have proven that a wide percentage of employees across the nation are dissatisfied with the indoor environmental conditions of their workspace," said Paul von Paumgarten, director of energy and environmental affairs of Johnson Controls, Inc. "Improving the workplace environment is a cost-effective way of increasing employee satisfaction and productivity to improve the company's bottom line."

Johnson Controls, Inc., a leading provider of energy efficient solutions, has found that giving employees control over the temperature in their own workspace with environmentally responsive workstations can greatly contribute to improved comfort and satisfaction which leads to greater productivity. As for a general recommendation of what temperature the office should be, the National Institute for Occupational Safety and Health, suggests a temperature between 70 and 74.8 degrees Fahrenheit. When the outdoor temperature is high, air-conditioned offices should be kept slightly warmer to keep the temperature difference between the indoors and outdoors minimal.

According to a 2004 study at Cornell University, as the office temperature increased from 68 to 77 degrees Fahrenheit during a month-long span, workers were more productive at a warmer temperature. When the temperature was 77 degrees Fahrenheit, workers were typing 100 percent of the time with a 10 percent error rate and when the temperature decreased to 68 degrees Fahrenheit, workers were typing 54 percent of the time with a 25 percent error rate.

Ventilation—another factor contributing to thermal comfort—is also important to consider for productivity and employee health. Poor ventilation can be a result of overcrowded workplaces or the misuse of ventilation systems. Poor ventilation can cause poor indoor air quality that can lead to headaches, dizziness, nausea, fatigue, lack of concentration, and eye, nose and throat irritation. To improve ventilation,

make sure that vents are not being blocked or give workers control by allowing them to adjust the flow rate and amount of air that is distributed into the workplace. Proper ventilation improves indoor air quality and can minimize adverse health effects. While ventilation is necessary, it must not be distracting for employees. Using low speed ceiling fans is one way to keep distraction to a minimum while providing employees with proper ventilation.

VOCs

The release of harmful gases into the air (volatile organic compounds) also contributes to indoor air quality. These gases affect building occupants by causing headaches, eye, nose and throat irritation, nausea, loss of coordination or even cancer. VOCs can come from paints, cleaning supplies, office equipment or the adhesives used for flooring and carpeting.

Milliken & Company, a major carpet supplier dedicated to sustainability, strives to manufacture products that are not only recyclable and reduce waste but also improve the indoor environment—creating a healthier place for building occupants. To minimize VOC offgassing, facility managers should purchase carpet with high-friction coating that does not require wet adhesives, floor sealers or primers that emit harmful chemicals.

Forbo Flooring offers a linoleum floor covering made with natural ingredients and no harmful chemicals or VOCs. It can be installed with solvent free adhesives or in some cases, no adhesive at all. The ability for linoleum to repel dust also contributes to a healthier, more comfortable work environment.

Green cleaning products are an alternative to traditional cleaning products that contain high levels of VOCs. As a sustainable solution, these products minimize harmful impacts on building occupants, improve the indoor environmental quality and reduce water pollution—since toxic cleaners are often washed down drains. According to the U.S. Environmental Protection Agency, poor indoor air quality causes illness and lost productivity that is estimated to cost in the range of tens of billions of dollars annually. JohnsonDiversey, a leading provider of commercial cleaning, encourages its customers to go green to maximize improvements to indoor air quality through cleaning processes.

Noise

From coworkers' conversations to ringing phones or fax machines, noise around the office is another common problem that might cause distractions and decreased levels of performance or productivity. A study by the American Society of Interior Designers in 2005 found that 71 percent of workers consider noise as the greatest obstruction to productivity. Furthermore, some studies show that it can take up to 45 minutes for a worker to regain concentration after a distraction caused by noise. An easy way to combat uninvited noise is to use offices or cubicles with high sound resistant walls rather than large open areas with desks. Acoustical ceiling panels and carpet also can add to noise reduction. In addition, options are available that are recyclable or manufactured from recycled content.

"Through appropriate selection and placement of acoustical ceiling systems, it is possible to improve speech intelligibility, reduce unwanted noise or increase privacy within a space or between adjacent offices," said Richard Master, manager of architectural and construction systems for USG.

Not only can walls and ceiling tile contribute to acoustical comfort, but plants can also be used to decrease noise levels in an office. According to Green Plants for Green Buildings, if plants are placed strategically, they can help quiet down an office; a small indoor hedge placed around a workspace will reduce noise by 5 decibels.

Insulation is another easy way to decrease noise. According to Robert Dehne, architectural services manager of Owens Corning, to best accomplish acoustic comfort, the walls should be well insulated. Laying insulation in the ceiling along the wall lines will help decrease unwanted noise in the office. This technique mitigates sound transmission significantly from one space to the adjacent space.

Plants

Along with decreasing noise levels, there are more benefits to adding green plants to a workplace. The presence of plants in the office is not only aesthetically pleasing but also helps increase worker productivity, reduce stress and improve air quality. According to a Texas A&M University and Surrey University study, participants also reported feeling more attentive when plants were present. Participants who worked in an environment with plants were 12 percent more productive and less stressed than those who worked in a building with no plants.

Plants can also improve the indoor environmental quality. Research from the Environmental Laboratory of John C. Stennis Space Center in Mississippi showed that rooms with plants contain 50 to 60 percent fewer airborne molds and bacteria than rooms without plants. The plants clean the office air by absorbing pollutants into their leaves and transmitting the toxins to their roots, where they are turned into food for the plant. With cleaner office air, building occupants are less likely to be sick—increasing productivity and reducing absenteeism. In buildings where sick building syndrome is common, employees should each have a plant within six to eight cubic feet of where they spend most of the day.

Moving forward

There are numerous environmental conditions in the workplace that influence a worker's comfort, productivity, performance and well-being. As long as facility managers are aware of contributing factors to environmental conditions, they can take steps to improve the office environment and provide their employees with a more comfortable, healthier and productive place to work, while at the same time improving a company's economic bottom line.

Example isn't another way to teach, it is the only way to teach.

Albert Einstein



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If you have a change in address or any other information, please contact Mitzie Dederling at mdederling@kleenmark.com or Jim Hannus at jhannus@graebel.com.

N.E.W. IFMA SEPTEMBER PROGRAM

September 16, 2008

New Year, New Technology

As we start the new IFMA program year, join us as we learn about a new technology that can change the way we think about how power and data are delivered throughout a building.

Convia is a programmable electrical infrastructure that eliminates barriers created with traditional electric. Because of this buildings can become smarter, more efficient, and can accommodate massive amounts of change. Imagine rewiring an entire area without physical change, but merely at the touch of a button.

Convia = Simplicity – With a point-and-click control, Convia allows users to modify their environment with a point and click of a wand. Grouping certain devices on one system is as easy as pushing a button. Imagine how labor and scheduling can be reduced with technology like this.

Convia = Flexibility – Using a plug and play system electrical configurations that used to take days or weeks can be quick and easy.

Convia = Economic – With the ease of configuration and 100% reusable components, Convia can dramatically lower material and labor costs, while also depreciating faster. At the same time, Convia minimizes operating costs by reducing energy use.

Convia = Sustainability – Using 100% reusable components, Convia eliminates the landfill material created by traditional electrical. Because of energy savings Convia can also contribute to LEED points.

Convia = Give and Take – With this system, multiple levels of control are given. So whether you want to give the individual users the control for their space or have one person control all systems, it's your choice.

Join us at the first event of the year as we learn more about this technology with John Joyce from Convia.

LOCATION: Northeast Wisconsin Technical College
Room CB213 C & D
2740 W. Mason St., Green Bay, WI

SCHEDULE: 11:30 – 12:00PM Registration and networking
12:00 – 12:30PM Lunch
12:30 – 1:30PM Presentation

DIRECTIONS: From Hwy 41 – exit Mason St. Travel west approximately 1.2 miles; turn right into the Mason Street entrance. Further directions for parking and to the meeting rooms will be forthcoming.

Admission:
\$12.00 Members
\$15.00 Non-Members

REGISTRATION PROTOCOL: Go to our website at www.ifmanewisconsin.org and click on the September program in the Events Calendar. Fill out the form to register for the meeting. Deadline for registration is Tuesday, September 9th.