



Jan-Mar 2011

Arkansas State University Facilities Management



ASU and Facilities Management Say Goodbye to Terry Carty

On March 31 we wished Terry Carty farewell and good luck in his retirement. Many of you folks may not know that Terry has been a fixture on this campus for almost 36 years---he has worked as night manager for the Reng Student Center, was an assistant bookstore manager, and since 1985 he has been the Construction Coordinator at Facilities Management, or for us oldies, the ASU Physical Plant.

on campus. In a few months you'll be able to access the overpass and no longer will have to cross the railroad tracks ...think of him & smile.

From the mid 80's thru mid 90's construction was steady—he managed to get in a new building every couple of years with some renovations thrown in for good measure. Then the construction boom hit--since 1999 over \$237 million dollars of new construction has been completed and Terry was in the thick of it all!

Over the last 25 years Terry has been responsible for a multitude of major construction projects—both new facilities and renovations. One of his first assignments was demolition of the old Dairy Barn to make way for the new Convocation Center. If you look in any direction on this campus you will see his influence and the results of his hard work. You can actually feel it as well--he's had a hand in all of the major mechanical upgrades



His job has been a balance of meeting the needs of the ASU administration, faculty, and staff while successfully coordinating the work with design professionals and contractors. This can prove to be a daunting task but thru it all he has handled these challenges with tact, professionalism and always a willingness to do what it takes. His knowledge of the job at hand has gained trust and respect from designers, contractors, and co-workers alike.

Terry is trading in project meetings for travel—he has a love of all things Irish and he and his wife, Cheryl, will be revisiting Ireland in April. Upon his return he'll turn his attention to his workshop and hopes to create a roll top desk....anything to keep from finishing work he's started on his house!

It has been a great privilege for me and those of us who have worked so closely with him over the years to have shared the load. There'll never be another like him. We wish him well. He will be missed by us all.

— Janis Cook

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From the Desk of Al Stoverink

YEAR OF ACCOUNTABILITY—USING THE “HUDDLE CONCEPT”

We have for several years now professed allegiance to the guiding principles of FAIRNESS, HONESTY, RESPECT, and ACCOUNTABILITY. These principles are the paving stones upon which we have travelled on our Journey to Excellence. Having received the Award for Excellence from APPA this past year, we are particularly challenged now to live up to all that is represented by that award.

At our last Open Forum we discussed putting a particular focus on the principle of ACCOUNTABILITY, even calling this year the Year of Accountability. Just to review briefly, let us consider the 3 dimensions of accountability in the work place: 1) Self Accountability; 2) Horizontal Accountability; and 3) Vertical Accountability.

Self accountability is that internal awareness and acceptance of responsibility for our actions and the choices we make in each circumstance of each day. Holding ourselves accountable to “do the right things right” avoids the stresses of discord and personal conflict that would otherwise arise from conduct or communications that violate the other principles of fairness, honesty, and respect.

Horizontal accountability is that shared awareness and acceptance of responsibility to be leaders who positively influence each other to “do the right things right”. How we talk and act affects those around us and we can have a very positive impact on others either by simply speaking words of encouragement or by confronting someone when their conduct or words are out of line with our

principles. Confrontation need not be hostile or mean; it can be simple honesty and openness that avoids the tendency to “talk **about** a person rather than talking **to** that person. Many times people are simply not aware that their actions or words have been hurtful or that they are doing anything that is a problem. Also, many times a person’s actions or words are misunderstood. Unless confronted in a constructive way, the person has no chance to make correction if they are not self-aware.

Vertical accountability is that shared awareness and acceptance of responsibility to hold subordinates and/or supervisors accountable for their actions and words. This most often is expressed in the traditional method of supervisors enforcing rules of conduct or processes on subordinates, or in coaching/mentoring dialogue



The best executive is the one who has sense enough to pick good people to do what he wants done;

And self-restraint to keep from meddling with them while they do it.

-Theodore

Roosevelt

that encourages one or the other to make amends and change.

In this article I want to focus on the second dimension—Horizontal Accountability—and how we can apply a specific technique known as the Huddle Concept. This technique is intended to be non-threatening and provides a means for issues to be addressed promptly in an informal manner by those involved and those who are personal, first hand observers. It avoids rumors and “talking behind someone’s back”. It is the opposite of the long standing and counterproductive “no snitch rule”. The concept is founded on the reality that the best way to correct a problem is to confront it immediately when the problem is observed or known.

The Huddle is analogous to the coach (team leader or supervisor) and team (work group) on a basketball floor calling time out when a player makes a critical mistake or the team is not playing as a team or in accord with the game plan previously discussed. Time out is called and the team huddles with the team leader on the sideline. Time out may be called by any member of the team as well as the team leader. The team leader, or one or more of the team members may quickly point out a problem and talk about how to correct it. A change in behavior is immediately agreed upon and the team commits both individually and together, to go out and do better.

The work place is, of course, not like a basketball game and there are very different and difficult circumstances and personalities at work. Nonetheless, the act of coming together immediately when there is dysfunctional or disruptive behavior by one of the team can avoid the stress and disruptions of gossip, on-going behavior that is not corrected, and ultimately the imposition of the old vertical accountability in the form of disciplinary action up to and including dismissal.

The keys to using the Huddle Concept effectively are:

- 1) Trust-which must be freely given by all;
- 2) Willingness on the part of each team member to “get involved”;
- 3) Timely and open communication—willingness to “speak up”.

Applying this technique is difficult since our natural tendency in most cases is to “keep our heads down” and not get involved. We will never achieve the level of excellence that is truly our best if we choose this course of inaction. We will achieve a new level of excellence and avoid a lot of unnecessary stress if we will simply call for a time out and huddle any time we see someone not behaving or communicating in accord with any of our base principles of FAIRNESS, HONESTY, RESPECT, or ACCOUNTABILITY. Let’s help each other be the best we can be!



Knowing is not enough;
 We must apply.
 Willing is not enough;
 We must do!

Professional Development

Over the past months I have had the opportunities to establish lasting friendships and help to create a new learning community. The Professional Development & Training (PD&T) Department has experienced many more such growths of its own. There has been an increased collaboration of personal training & development among most employees, numerous opportunities to brainstorm ideas related to the future of professional development and training and its place here in Facilities Management. With the help of Training Committee headed by David Handwork, PD&T has had a tremendous amount of success at realizing the desires of the FM employees while creating a successful road to program sustainability and progress. We have additional information added to specific training sections in Facilities Management Training Institute (FMTI).

New Processes:

1. We now have an assignment link in the navigational tabs in FMTI to direct staff members to monthly suggested trainings and activities.
2. We have new training videos for Worker's Compensation, Keys Management, Keys Management Residence Life, Work Order Center, and Howl's Journey to Recycling.
3. Converted original VHS Training Video to DVD to increase usage.
4. New Employee Orientation (NEO) PowerPoint has been developed to capture a picture of our plant and provide a visual representation to our building and staff.
5. We offered multi-session Outlook Trainings for two weeks to increase technology usage, as well as, communication and information accountability.

It is our goal to create an environment of collaboration, knowledge sharing, respect for new learning, and career development. I was humbled by the opportunity to join a dynamic group of employees at the CAPP Technology Conference held in San Antonio, TX in February. We had the opportunity to learn about such areas as digital archiving, employee relations, and project management. The overall experience was very educational, informative and provided me with excellent opportunity to network with other professionals

We are just fired up about the chances to share, learn, and teach to include the entire family here at Facilities Management.

- Cleotis Williams

IT'S YOUR WORLD by Helen McCoy

Well, it's been a year since we've spoken to you about our recycling program and its growth. The fiscal year ended in July with the program showing a 34% growth from the previous fiscal year. We are on target to continue that growth.

In that year many changes have occurred. We have made great strides in the number of things we can now accept for recycling. We now take magazines, phone books, hard and soft backed books, plastic containers, all metals, pallets, cardboard, ink cartridges, toner cartridges, rechargeable batteries, aluminum cans, and any kind of paper except---toilet paper and paper towels. We have partnered with MARCK Recycling and Waste to add cardboard recycling bins at the Convocation Center and on Caddo Street near the other big bins. Instead of putting our metals on the ground as we always have, we now have a roll off container to put it in. The tire recycling pile has been moved over by the fence instead of by the building where it could have been a fire hazard.

Last spring for the res hall move out, we didn't put out a bunch of dumpsters. Instead, Residence Life put out collection bins for the Salvation Army and Staff Senate put out collection bins for the food bank in each of the residence halls. We collected nearly 6,000 pounds of goods and groceries that otherwise would have went in the landfill.

Residence Life has added collection centers in all the Residence Halls. These bins accept paper, plastic and aluminum. The students have formed a GREEN TEAM to help further awareness of living in an environmentally sustainable way. Be on the lookout for events taking place the week ending on Earth Day, April 22. We will be celebrating Earth Week and have events planned including a fashion show with all the clothing made from recycled materials.

Keep up the good work. It's your world for now. Let's leave it at least as good as it was when we inherited it from our ancestors.



We are still
masters of
our fate.
We are still
captains of
our souls

-Winston
Churchill

**THE JOURNEY TO EXCELLENCE
CONTINUES!!!!!!**

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NEW EMPLOYEES AT FACILITIES MANAGEMENT



Barry James
Business Department



David Gilbeau
Custodial



**Jonathan
Scott**
Landscape



Brian Acre
Landscape



Adrian Campbell
Custodial



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Planning & Design



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A Proud Dad

Coda Pierce is a senior at Walnut Ridge. After graduation, she plans to attend Arkansas State University in the fall and reside in the Honors Living-Learning Community. She is the daughter of ASU employee Billy Pierce, who works in the Facilities Management Department and is a current Staff Senate member. Coda has been awarded an academic scholarship for attendance at ASU.

She is a member of the National Honor Society and has a 3.69 GPA. Along with several AP classes, Coda completed a college class at Black River Technical College this semester. Coda serves as co-editor of The Cat's Dispatch, vice president of the senior class, secretary of FBLA, and as student advisor for the Student Council. She has also represented her peers as vice president of Key Club and was part of last year's annual staff. As student advisor, which is a position on the executive board of the Student Council, her main responsibility was overseeing the completion of the school's Winter Ball. She was in charge of ordering materials and organizing students to work until the project was completed. She will be representing her class as Homecoming Senior Maid and was voted "Most Unique" by her classmates. It is certainly an appropriate title for this busy young lady. Aside from her school activities, she has a part time job at the local Sonic. Even with this full load, Coda still finds time to be involved in many community activities, as well as pursue personal hobbies. We look forward to welcoming Coda to the ASU campus!!!

Reputation is
what men and
women think
of us-
Character is
what God and
the Angels
know of us!

-Thomas
Paine

Employee Birthdays

January			Porsha McCoy	Custodial	15
Wesley Runyan	Projects	1	Dwain Roberts	Energy	18
Patsy Puckett	Custodial	4	Cheryl Richey	Custodial	18
Tony Bittle	Moving	12	Bobby Warren	Custodial	21
Mary Hurless	Business	16	Sharron Nelson	Custodial	22
Cleotis Williams	Admin	18	William McNamee	Custodial	23
Katherine Caldwell	P&D	22	Larry Vinson	Energy	23
Anthony Turturro	Skilled	23	Robin Maxwell	Custodial	26
Jason Jerniga	Projects	26	Bobby Ishmael	Grounds	27
Carole Arrington	PM	28	March		
Jeffrey Taylor	Planned	29	Jimmy Crocker	Energy	1
Peggy Campbell	Custodial	31	Tim Smith	Custodial	5
February			Philip Moffitt	Business	10
Sandra Pittman	Custodial	1	Woodrow Haynes	Planned	18
Helen McCoy	Custodial	5	Catrinia Clark	Custodial	20
Sam Brown	Custodial	5	John Davidson	Custodial	21
Donna Simpson	Custodial	10	Brandon Slatton	Business	21
Alishia Claybrooks	Admin	10	Lisa Kihlstadius	Business	24
Connie Scott	Custodial	15	Hester Hall	Custodial	31



Years of Service

January			Jace McDaniel	Landscape	1
Mark Denny	Building Maintenance	30	March		
Robert Hobbs	PM	22	Jerry Mathis	Business	29
Gary London	Engineering	19	Jimmy Crocker	Building Maintenance	13
David Sprinkle	Construction	17	Natalie Ball	Business	10
Michael Gosa	Custodial	15	Martha Baldinger	Custodial	10
Sandra Pittman	Custodial	10	Milton Poole	Engineering	8
William Hall	Admin	9	Zach Minton	Building Maintenance	5
Woody Haynes	Building Maintenance	9	Billy Pierce	Building Maintenance	5
Kathy Hicks	Business	8	Anita Pough	Custodial	5
Al Stoverink	Admin	6	Patricia White	Custodial	4
Amber Jones	Business	5	Sheila Sartin	Custodial	4
Jacob Gambill	Custodial	3	Jerry Todd	Projects	4
Bob Smith	Admin	2	Bradley Johnson	Projects	4
February			Tammy Webb	Custodial	3
Rusty Stroud	Admin	23	James Woods	Landscape	3
Tim Smith	Custodial	21	John Davidson	Custodial	3
Kyle Cooper	Construction	17	Brian Pettie	Landscape	3
Randy West	Projects	16	James Ngwiri	Motorpool	3
Wesley Runyun	PM	12	Robert Coggins	Building Maintenance	2
Mia Taylor	Custodial	10	Bruce Spencer	Landscape	2
Tony Bittle	Landscape	9			
Geraldine Jones	Custodial	7			
Michael McWilliams	Custodial	3			
Billie Burns	Custodial	2			

Coming together is a beginning;
 Keeping together is progress;
 Working together is success!

- Henry Ford



