

# THE FM VOICE



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## Traits Of A "Good Supervisor"



**Lanny Tinker**  
Associate Director

I will retire this spring after serving 33 years in leadership and supervisory roles at Facilities Management. This article is my effort to help supervisors and potential supervisors understand and comprehend the desirable traits, behaviors, and actions of a "Good Supervisor". Additionally, I hope that these editorial comments will help future leadership either avoid or modify behaviors which would be considered adverse or inappropriate.

I believe the most consistent error supervisors make is that they do not understand the old axiom, "Others don't see you as you see yourself." It is simply a part of the human psyche that we tend to only see the most positive side of ourselves. Most people believe themselves to be a good person that has only good intentions, and consequently we believe everyone else should think of us as highly as we think of ourselves. In reality, this DOES NOT OCCUR. Although a supervisor may have good intentions, there are times

when his or her actions, communications, and behaviors lead others to a different conclusion. Too many supervisors believe, "I know what is in my heart and what I intend, so everyone else should recognize my good intentions as well."

Effective communication is the key to building sound professional relationships. Over the years I have observed a typical conversation between supervisor and subordinate. The supervisor would say, "I told you to do it this way, and you didn't." The subordinate would reply, "No you didn't. You told me to do it this other way." The truth is they were both correct. There was a failure to communicate! From the supervisor's perspective, he or she stated what they intended to say, and it was perfectly clear to the supervisor just how straight forward the instructions were. However, the receiving ears of the subordinate heard what he or she *believed* to be the message, but the message was not the same. Supervisors should understand situations like these are critical moments when developing relationships. The poor supervisor will fly off the handle, get defensive about what he or she *believed* was said, and imposes an iron-clad instruction, "YOU do it the way I said." Then the subordinate walks away thinking, "So now I am also supposed to be a mind reader to this \_\_\_\_\_?"

The good supervisor will take advantage of the breakdown in this verbal exchange to discuss with the subordinate (in a positive manner) exactly how the

communication failure occurred and how they as a team will attempt to be clearer in the future. All staff should take advantage of training opportunities such as Dale Carnegie or Toastmasters to improve their communication skills.

Good supervisors understand all too well that effective listening is an important component of interpersonal communications. I listen to understand the other person's perspective before I give mine. I always wait until others have finished talking before I speak. I don't interrupt. I spend time planning important written and oral communications.

Effective supervisors should hold staff accountable for their actions and efforts, but also recognize the times that are appropriate to council and coach people to meet a higher level of productivity and performance. When straightforward communication is required, a good supervisor is cognizant of both what they say and how they say it. Experienced supervisors communicate in a manner that describes the infraction or weakness in a manner that helps the subordinate understand his or her shortcoming without demeaning, talking down, or just acting in a rude or impolite manner.

The views and opinions expressed in this article are not mine alone, they are a narrative of the input received from an unofficial survey that I conducted among staff members  
See **TRAITS** Page 2



Facilities Management

## TRAITS, CONTINUED

from several maintenance operations of Higher Education within the State of Arkansas. Responses were based upon the observations of multiple staffs serving with both “good” and “bad” supervisors.

In the past year Al Stoverink, Assistant Vice Chancellor of Facilities at Arkansas State University - Jonesboro, has been implementing the philosophy that, “Leadership is for everyone.” Therefore, based on this assumption, both supervisors and subordinates should understand their individual roles and responsibilities as well as have a clear understanding of the functions of management personnel. Both supervisor and subordinate should understand how communication techniques influence the execution of their responsibilities in either a negative or positive manner. When managers can enable staff to accomplish efficient and effective productivity in a positive manner they are more commonly referred to as a “good supervisor”.

There is another old saying, “People don’t care how much you

know until they know how much you care.” This simple statement may be the central point of traits, behaviors, and actions by which successful supervisors follow and live. A supervisor’s words are important. Saying the right thing at the right time in a positive tone and manner implies to the recipient, “We are building a team.” But saying the words is only the first component. Good supervisors know they must, “Talk the talk and then walk the walk.”

A good supervisor’s actions are a reinforcement of their words, “I say what I mean, I mean what I say. I act and behave in a manner that is consistent with what I said, and only then will I be perceived as a positive influence on individuals and team morale.” If supervisors’ actions don’t back up their words, a trusting relationship with their staff cannot be maintained, and a lack of faith and believability will soon occur.

Good supervisors support and stand up for every person on their team, give credit to the team when credit is due, and never blame the team for failures. When the team fails, close scru-

tiny is needed in order to assess weaknesses, and the team leader/supervisor must take substantial responsibility for that failure. Instead of blaming subordinates for a failure, good supervisors coach, mentor, train, and organize to improve performance of their team and its members.

Good supervisors hold themselves accountable, but they also hold their team members accountable for performance, productivity, and delivering proper work ethics. Good supervisors don’t enable poor performance or behavior. They coach, mentor, and in more difficult instances must sometimes discipline staff to hold them accountable.

Whether you have recently become a supervisor, or whether you’ve been in a supervisory position for years, perhaps now is the time to ask yourself, “Am I a good supervisor?” If not, the opportunity to change is yours for the taking. Become a coach, a mentor, a positive influence, and a builder of people. Be the best you can be, and help your team achieve success. Good Luck.

**“In organizations, real power and energy is generated through relationships. The patterns of relationships and the capacities to form them are more important than tasks, functions, roles, and positions.”**

**- Margaret Wheatly**

### Traits Of A Good Supervisor

- Supervisors receive back what they give out.
- When supervisors trust their employees, the employees are more likely to trust their supervisors, and more things are accomplished.
- Respect is a two-way street. When supervisors show respect, they gain the respect of their staff.
- When supervisors are honest with their staff, staff members are more likely to be honest with their supervisors.
- Good supervisors keep confidential information confidential.
- Good supervisors are positive communicators and they encourage staff.
- Good supervisors explain assignments in detail, and they offer positive feedback and suggestions.
- Good supervisors are good organizers and they communicate the plan to all staff.
- Good supervisors treat their team members equally (no favored employees).
- Good supervisors should possess a certain amount of people skills. They should be able to talk to employees respectfully and with a certain amount of empathy.
- Good Supervisors lead by example.
- Good supervisors are good at follow through. When asked a question, they give feedback.
- Good supervisors are good listeners. An employee will appreciate his or her job more if they feel like they’ve been heard.
- Good supervisors are respectful of all. This helps build self-esteem, mutual respect, and good working relationships.
- Good supervisors take the time to thank their employees for a job well done, or tell them how much their efforts are appreciated.

**STAFF MEMBER'S PAINTINGS DISPLAYED AT ART EXHIBITION**



Above: Jake Gambill,  
FM Custodial Staff



Above and below: Three of Jake Gambill's paintings from the series entitled *Ran Away*, featured in the senior art exhibition at the Fowler Center's Bradbury Gallery.



From drawing on walls as a child, to being a senior Fine Arts major with an emphasis in Studio, Jake Gambill has definitely found what most would say is his calling. His interest in art started when he was a young boy, learning how to draw by copying sketches from his favorite comic books. Although he never had an art class until he reached junior high, he always knew that he wanted to draw.

Originally, Gambill entered Arkansas State as a pre-law major. "I was looking to make the big bucks." Circumstances however, had other plans for him, and he left college. He soon began working odd jobs as a means of support. He worked for two years managing a toy store, then spent two and a half years as a professional tattoo artist before returning to Arkansas State to begin his Fine Arts major.

Now in his senior year at Arkansas State, Gambill recently completed his senior art exhibition that ran from March 4<sup>th</sup> through April 2<sup>nd</sup>. He along with three other students presented their artwork for display in the Fowler Center's Bradbury Gallery. Gambill's series, entitled *'Ran Away'*, brings a fresh way of thinking to the biggest show on earth. Although the title may cause you to immediately picture images of those grand circus shows you remember from childhood, these pieces are different. The work in this series focuses on the behind-

the-scenes, day-to-day life of circus performers offstage, as well as the old-fashioned 'un-plugged' world the circus represents to him. This gives the viewer an opportunity to think as well as see "outside the box". "I believe that there is a whole aspect of American life we are losing. We are no longer interpersonal. We are moving more towards a technology savvy life," said Gambill, referring to the underlying theme of his work.

With the senior exhibition complete, work has already begun on the next gallery. An official title is still in the works, but the working title is *'My Modern Americana'*. This gallery will be painted in a Norman Rockwell style, but instead of featuring 1920's, 30's, or 40's era subjects, it will focus on periods from around the

1970's, 80's, and 90's. This summer, Gambill is planning a trip to Italy to study the magnificent frescos from the renaissance era. He will return to Arkansas State after his trip to complete the last few courses he needs in order to graduate and receive his Fine Arts degree.



-Jessica Swindle  
Front Office Student Worker  
Freshman Journalism Major

**"You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do. "**

**- Eleanor Roosevelt**



Facilities Management



**WHO IS  
THIS YOUNG  
MAN?**

**ANSWER:**

**BOBBY  
COLBURN!**

*If you have a picture you would like to see featured in our flashback photograph segment, contact Jim Gibbs in the front office at 972-2066, or by emailing [jgibbs@astate.edu](mailto:jgibbs@astate.edu)*

## FM TRAINING AND HR UPDATE



**Terri Reithemeyer**  
Training and Human Resource  
Coordinator

Many exciting changes have occurred over the last few months in the FM Training and HR department with the updating of FMOPs, implementation of FM New Employee Orientation (NEO), acquisition of travel process, training and our focus on customer service.

Do you know that FMOPs are operating policies that are created by employees? Most in our organization see these as rules set forth for only the few to follow. This is a big misconception. FMOPs are policies and procedures to enhance our work environment and to give everyone of us, no matter the position level, a path to guide us to success in our roles and responsibilities. These policies and procedures allow us the protection from misunderstanding and errors. When it comes to their place in the organization, they are the foundation blocks at which our culture was built and the strategic link between our vision and day-to-day operations. So, next time an FMOP is created or updated, remember they are there for our success.

The FMOP: Promotion and Hiring Procedures update went into effect on December 1, 2009. These updated changes derived through the Promotions Task Force and implemented many changes such as clarification of transfers, promotions and reclassifications; disciplinary action effects on internal promotions, diverse hiring committee, internal job notifications and responsibilities

of the hiring manager. This update promotes equality and fairness in the new hire and promotion process. This FMOP is now available for training in the Facilities Management Training Institute (FMTI) in Blackboard.

The Training Task Force submitted the FMOP: Training and Development to the AVC back in January and it went into effect on February 22. This policy provides guidelines for the FM Training and development program. This policy lays out the responsibilities of the committee, chair, Training/HR Coordinator, employee, supervisor and AVC. This policy will allow for a more unified structure to our training and development program.

Phase one and two of the FM New Employee Orientation (NEO) is completed. Prior to the new employee start date, the supervisor and the Training and Development Coordinator will meet to schedule how the new employee will receive training. Employees will meet with our Training and Development department during their first day to review a welcome video from Al Stoverink and complete required documents before returning to their supervisor for their departmental orientation. Phase one is the required training that all new employees need to know. And phase two is required training for the position. 98% of NEO Training will be delivered through FMTI in Blackboard and cover the ASU Staff Handbook, required FMOPs, HR items, safety processes and departmental operations. This will allow new employees to get off on the right foot by understanding our culture, policies and procedures.

Last fall, the travel process was transferred to Training and Development. Allison Jordan was delegated this role and will take care of all your travel and registration needs. She is in the process of creating an FMOP on the process and should be completed in May. If you have any questions regarding travel, please feel free to contact her @ 680-4728.

You may have noticed that FMTI training in Blackboard has not yet occurred this year. Over the last several months, Joshua Niswonger and I worked to correct inconsistencies with the disappearance of the training modules. To our surprise in February, we found out that the "shell" we used for FMTI was showing not to exist. This meant we had to delete this module and rebuild FMTI. Today, FMTI stands tall and has new trainings within. Unfortunately, there was a downside to the rebuilding of FMTI, the grade book had to be reset. This means that the grade book will not entail previous grades. I am able to view completion of your training from an excel spreadsheet. It will just take time to get this information transferred back into FMTI.

Another change with FMTI training is how it will be delivered. Prior, we used to have department train online with training tracks. This no longer will occur. Some employees felt overwhelmed when given a form with a list of training to complete; others felt it was not fair to have training in one period of a year online and employees forgot how to use Blackboard. After review of the process, all online training in FMTI will be scheduled monthly. How will this work? At the beginning of each month, new training modules in FMTI will open on the 1<sup>st</sup> and remain open until updated (revision notices will occur). Supervisors will communicate training opportunities to their employees and emphasize the training that is required to be completed for their position. The benefits of this new process will allow the flexibility of this type of training and provide training throughout the year. If a project or work load becomes time consuming and training is not feasible, then the training in FMTI can be carried over to the next month.

Training information will be displayed on the bulletin board in the FM Wolf Den, Plasma, announced at the Open Forum and online training calendar. The FM Website now has a link to Black-

**TRAINING, CONTINUED**

board- FMTI and the training calendar. Training will be scheduled 6 months out in advance effective today. There will be training events occur outside this schedule that need to be added from time to time. You will receive email relating to the training when this occurs. Employees must have prior approval from your supervisor before registering and/or attending training. What is in the future? One of the key factors with a training program is tracking the data. At the present, tracking consist of an excel spreadsheet. One thing the Training Task force reviewed in March was a data tracking system that University of Arkansas Fayetteville uses to monitor their training program. This allows supervisors to pull training reports, employees to own review training records,

advanced training calendar and all training tracked, not just external and internal training, but online training. This tracking system brings the entire training program together under one website. Our training program here is still in the development stages, but flexibility and reliability is instrumental to the success of our training program. Putting in place a tracking system will provide a path to grow and mature, something we need to move to the next level. We are still looking at the logistics side and hope to have a implementation date this year.

Kerry Turner from Smith- Nephew Inc. stated during a presentation on March 26<sup>th</sup> that “1 + 59 is greater than 60”. You may be saying this is not possible, but let

me continue on and show reasoning behind why he said this. For the one minute you place into preparation, the next 59 minutes performing that task will be more effective and efficient then if you would have jumped in and spent 60 minutes on the same task. This is how we all should look at the tasks we do. Training provides you with the knowledge and skills to accomplish tasks. I encourage you to look at training as an opportunity to grow and engage in the success of our organization. Your Training and HR office is here to offer you those opportunities. If you have any suggestions or ideas, please come and let us know. Our job is to serve you and we want to go above and beyond to serve you.



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**FM Voice Corrections**

The FM Voice would like to correct two previous omissions in the 1<sup>st</sup> and 4<sup>th</sup> Quarter 2009 newsletters. Two articles about employees that were recognized with awards did not appear in the correct newsletter issues:

- 1st Quarter 2009: Employee of the Quarter-Jerry Todd
- 4th Quarter 2009: FM Safety Award-Dave Atherton

The FM Voice wishes to express our apologies for this omission, and gratitude for your dedicated service and outstanding work.

**October 2009**

During the October 2009 Open Forum, Dave Atherton was presented with the FM Safety Award for exceptional safety practices.

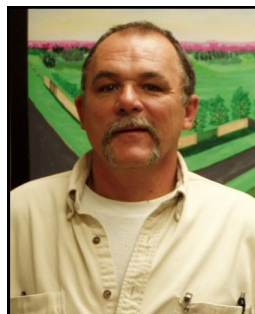


David’s nomination form stated, “On October 9, during routine preventive maintenance, he found a safety issue with the furnace at a customer’s home. Due to David’s attention to his job, this safety issue was corrected. Had it not been corrected, it could have caused severe sickness or death.”

Thank you, David, for your attention to your work, and your dedication to the safety and well-being of our customers. You are very much appreciated!

**April 2009**

During the April 2009 Open Forum, Jerry Todd was awarded with the FM Employee of the 1<sup>st</sup> Quarter Award.



Jerry’s nomination from stated, “This employee goes more than above and beyond to ensure that his projects are completed in a timely manner. I have personally witnessed his professionalism and his dedication to his work. If everyone took his approach to their job, FM would be without a doubt, the most professional department on campus, maybe in Jonesboro. ASU is fortunate to have an employee like him. This employee was nominated for his hours of hard work on altered shifts starting in the early morning hours such projects include the renovation of Admin. in Russ Hannah’s Area, the renovation of Dr. Howards & Dr. Jones suite... VCAAR. He also spent hours prepping walls on the second floor of the Math and Science Building to ensure fall classes would begin on time. This employee and his skills go beyond the call-you can ask anyone who works with him. By being a role model employee who goes beyond the call of duty with working alternate hours to ensure a job is complete and he also has the ability to handle the customer in the way that we receive recognition of his work across campus. We really appreciate having him on our crew and in the FM family”.

Thank you, Jerry, for all you do here at Facilities Management. You are very much appreciated!

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## HOT WEATHER SAFETY TIPS



**Helen McCoy**  
Recycling Coordinator

Hot weather is right around the corner, and it's time once again to take precautions. Here are a few tips that will help keep you cool on those hot summer days.

Cover your head and wear loose, cotton clothing when working in

the sun. Be sure to wear sunscreen on any areas that are not covered with clothing or a hat. Too much sun can lead to skin cancers.

Remember to replace any fluids that you may lose through sweat. Drink plenty of water, sports drinks, or decaf sodas when working outside and sweating a lot (beer is not a sports drink). Alcohol and caffeine will make you dehydrate faster than you would normally.

If you or anyone around you begin to show signs of heat stress, get to a cool, shady area and replenish fluids as soon as possible.

If the stress from the heat is severe, takes steps to cool down more quickly. Put ice under the arms and pour cool liquid over

the head and torso. Seek medical attention immediately. Do not hesitate to call an ambulance if you think one is needed. It is always better to err on the side of caution than to have needed an ambulance and not called.

The warm, sunny weather is a welcome change from the cold and damp, but it carries risks that need to be heeded. Be careful out there while working or having fun.



## Happy Birthday!



## Employee Birthdays

April			June		
Paul Cox	Planning/Design	2 <sup>nd</sup>	Clay Hurn	Business	26 <sup>th</sup>
James Upton	Custodial	4 <sup>th</sup>	Naomi Graves	Custodial	28 <sup>th</sup>
Clint Halcom	Planned	10 <sup>th</sup>	Steven Clifft	Landscape	28 <sup>th</sup>
Randy Wheaton	Energy Mgmt.	12 <sup>th</sup>	Joe Kilburn	PM	29 <sup>th</sup>
Brian Tibbs	Motor Pool	14 <sup>th</sup>	Allison Jordan	QuIP	29 <sup>th</sup>
Kathy Hicks	Business	16 <sup>th</sup>	Zach Minton	Planned	29 <sup>th</sup>
Karen Grantham	Custodial	18 <sup>th</sup>	Ozie Brown	Custodial	31 <sup>st</sup>
Jerry Sailor	Planned	18 <sup>th</sup>	Robert Hobbs, Jr.	Landscape	31 <sup>st</sup>
Linda Dickerson	Custodial	21 <sup>st</sup>			
Sheila Sartin	Custodial	24 <sup>th</sup>	Mark Wade	Energy Mgmt.	3 <sup>rd</sup>
Glynnna Greene	Business	24 <sup>th</sup>	Glen Broadway	Energy Mgmt.	5 <sup>th</sup>
Dan Potts	Landscape	26 <sup>th</sup>	Doug Mathis	Business	8 <sup>th</sup>
Steven Riley	Custodial	29 <sup>th</sup>	Judy Hass	Custodial	9 <sup>th</sup>
May			Mary Tolley	Custodial	10 <sup>th</sup>
Richard Bergener	Projects	6 <sup>th</sup>	Dave Atherton	PM	13 <sup>th</sup>
Gerald Adkisson	Planned	9 <sup>th</sup>	Terry Carty	Const. Mgmt.	14 <sup>th</sup>
Jim Hart	Custodial	11 <sup>th</sup>	Jim Gibbs	QuIP	14 <sup>th</sup>
David Handwork	Engineering	12 <sup>th</sup>	Michael VanWinkle	Planned	16 <sup>th</sup>
Kelly George	Landscape	15 <sup>th</sup>	Sharon Milligan	Custodial	17 <sup>th</sup>
Erin Brawley	Custodial	16 <sup>th</sup>	Kris Irwin	Planning/Design	21 <sup>st</sup>
Travis Lynch	Landscape	21 <sup>st</sup>	Joe Thornton	Energy Mgmt.	25 <sup>th</sup>
			Bill Hall	Planning/Design	28 <sup>th</sup>

## FM STAFFERS SEAL FIRST TIME CAPSULE

On Tuesday, April 13th, at 1:00 p.m., staff members from several FM departments assisted in lowering the concrete bench that will seal the very first time capsule near the Historic Arch. According to *The Herald*, the time capsule was filled with items belonging to the Centennial Graduating Class of 2009. From now on, each year following commencement, the graduating class will choose items for placement in a new time capsule, which will then be covered by one of 25 concrete benches. The artifacts will remain sealed until the 25th anniversary of graduation, at which time they will be uncovered and removed.



Facilities Management

*"We are committed to excellence in customer service, safety and integrity.*

*We provide an environment that promotes quality learning through effective leadership and innovative development of Arkansas State University Facilities."*

## Years Of Service

### April

Randy Wallace	Const. Mgmt.	33 Years	Melvin Fitzhugh	Projects	4 Years
Dennis Ball	Motor Pool	17 Years	James Novalick	Projects	4 Years
Donnie Dunn	Projects	16 Years	Carole Arrington	Business	3 Years
Dean Collins	PM	8 Years	Seth Broadway	Landscape	2 Years
Sharon Nelson	Custodial	8 Years	Adam Prestidge	Landscape	2 Years
Judy Hass	Custodial	5 Years	Adam Elam	Move Events	2 Years
Gerald Adkisson	Planned	4 Years	Cardell Rogers	Custodial	1 Year

### June

Allison Jordan	QuIP	2 Years			
Glynnna Greene	Business	2 Years	Gary Holder	PM	23 Years
Steven Riley	Custodial	2 Years	Greg Beeler	Projects	20 Years

### May

Mary Tolley	Custodial	31 Years	Ozie Brown	Custodial	10 Years
Betty Dotter	Custodial	17 Years	Paula Broadway	Custodial	6 Years
Chris Steele	Projects	16 Years	Billy Reid	Custodial	6 Years
Norman Reynolds	Custodial	15 Years	Martha Phillips	Custodial	4 Years
Louise Upton	Custodial	14 Years	Bobby Colburn	Energy Mgmt.	4 Years
Joe Phillips	Building Maint.	9 Years	Tony Turturro	Landscape	4 Years
Steve Brown	Energy Mgmt.	6 Years	Jason Jernigan	Projects	3 Years
Jon Carvell	Planning/Design	5 Years	Brandon Jones	Custodial	2 Years
			Bobby Ishmael	Landscape	2 Years
			Terry Huffine	Custodial	1 Year
			Patrick McNamee	Custodial	1 Year

*We thank each and every one of these people listed for their dedication and years of service.*

# TRAINING

Date	Training	Time	Location	Presenter	Training Designation
<b>April</b>					
1st	FMOP: Promotion and Hiring Process 7-17-002 R2	Anytime	BlackBoard	FMTI	FM Staff
1st	Landscape: Irrigation Maintenance and Troubleshooting	Anytime	BlackBoard	FMTI	Landscape Services
1st	“Leadership is for Everyone”: Setting Up a Meeting Room in FM	Anytime	BlackBoard	FMTI	Mid-Management/Senior Staff
1st	Custodial-EBG-20 Operation and Maintenance	Anytime	BlackBoard	FMTI	Custodial Services
1st	FMOP: Light Duty/Return to Work 7-12-002	Anytime	BlackBoard	FMTI	FM Staff
<b>May</b>					
1st	“Leadership is for Everyone”: E-Beam	Anytime	BlackBoard	FMTI	Mid-Management/Senior Staff
1st	Landscape: ABC’s of Landscape Pruning	Anytime	BlackBoard	FMTI	Landscape Services
1st	FMOP: Training and Development 4-50-007	Anytime	BlackBoard	FMTI	FM Staff
1st	Landscape: Introduction to Pesticide Safety	Anytime	BlackBoard	FMTI	Landscape Services
1st	FMOP: Time Tracking and Recording 4-50-007	Anytime	BlackBoard	FMTI	FM Staff
1st	“Leadership is for Everyone”: Give ‘Em a Pickle Customer Svc.	8:00 a.m.	BlackBoard	FMTI	FM Staff
4th	Fork Lift—Operation and Training	8:00 a.m.	Wolf Den	Bob Smith	Designated FM Staff
6th	Heat Stress	10:00 a.m.	Wolf Den	Robyn Whitehead	Designated FM Staff
6th	Heat Stress	3:00 p.m.	Wolf Den	Robyn Whitehead	Designated FM Staff
10th	Certified Energy Manager	8:00 a.m.	Fort Smith, AR	AR Env. Federation	Designated FM Staff
11th	Boiler Operation Training (3-Day)	8:00 a.m.	TBA	Entergy Conserv.	Designated FM Staff
13th	Stress Management	10:00 a.m.	Wolf Den	Amanda McMillian	FM Staff
13th	Stress Management	2:00 p.m.	Wolf Den	Amanda McMillian	FM Staff
<b>June</b>					
1st	FMOP: Uniform Policy 4-50-004R2	Anytime	BlackBoard	FMTI	FM Staff
1st	Motor Pool: Reducing Unsafe Acts in the Auto Industry	Anytime	BlackBoard	FMTI	Motor Pool Services
1st	Motor Pool: How to Rent a Fleet Rental Vehicle	Anytime	BlackBoard	FMTI	Designated FM Staff
1st	Safety: Electrical Safety Tips with Safety Man	Anytime	BlackBoard	FMTI	FM Staff
1st	Custodial: Unger Restroom Cleaning	Anytime	BlackBoard	FMTI	Custodial Services
1st	FMOP: Safety Program	Anytime	BlackBoard	FMTI	FM Staff
2nd	Custodial Training Institute	8:00 a.m.	St. Bernard’s	Helen McCoy	Designated Custodial Services
8-10th	U Elevator Conference	8:00 a.m.	West Lafayette, IN	Purdue Univ.	Designated FM Staff
13th	Keyboarding Sessions	10:00 a.m.	FM Training Room	Online with Assist.	FM Staff
13th	Keyboarding Sessions	3:00 p.m.	FM Training Room	Online with Assist.	FM Staff
21-25th	Utility Locator Training	8:00 a.m.	Mantena, IL	Staking Univ.	Designated FM Staff
24th	ASHRAE Spring Conference	8:00 a.m.	Albuquerque, NM	ASHRAE	Designated FM Staff
28th	Basic Computer	10:00 a.m.	FM Training Room	Philip Moffitt	FM Staff