



SPECIAL POINTS OF INTEREST:

- Announcements
- From the Desk of the AVP
- Steps for Sustainability
- Tricks of the Trade
- Getting Ready for Summer Construction
- CARE Spotlight
- Safety Corner

CHARACTER CORNER

Alertness vs. Carelessness

Being aware of what is taking place around me so I can have the right response

Contentment vs. Covetousness

Realizing that true happiness does not depend on material conditions

Humility vs. Pride

Acknowledging that achievement results from the investment of others in my life.

C.A.R.E. Announcements

Greetings to all...

We would like to introduce the new Facility Services News Letter. Our hope is to bring news and stories from our vastly diverse backgrounds to unite our Facilities Community.

We are proud of the success of the Winter Feast that occurred in December. We would like to thank everyone for their participation and high spirits as we joined together to celebrate the season.

We are excited to organize the next adventure for our departments. We are providing a hamburger and hot dog BBQ for an **Annual Spring Gathering** for

our Facilities Employees, on April 3rd 2013 from 11:30 am to 1:30 pm. We have posted a sign-up sheet for Pot Luck side dishes and necessities in the main entrance lobby. Please sign up and support our event.

These events are a great way for everyone to get to know each other a little better and inspire friendships that will last through and beyond our careers.

We are in the early stages of planning a summer family friendly picnic gathering off campus. We would appreciate any thoughts or suggestions for events and group activities to be host-

ed during the picnic.

Please contact us with any suggestions for the event. If you are interested in helping organize this event or any other please contact the C.A.R.E Committee at

FSCARE@nau.edu

50/50 Split pot raffle is ongoing. The winner will be pulled at the BBQ on April 3rd.

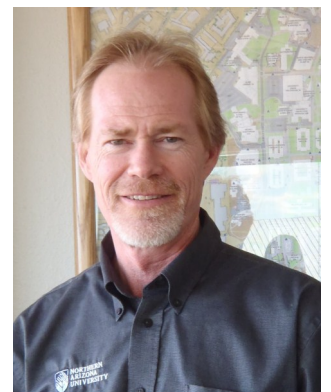


From the Desk of the AVP

Zen and the Art of Facilities Maintenance: By John P. Morris

Let's face it – Facilities Maintenance is a service based industry. We may build things or maintain things or clean or mow or simply deliver goods. But 'why' do we do these tasks? We do them to serve the campus community. Many facilities management organization missions, visions or guiding principles include the term "quality", such as

"committed to quality competitive service." For example, the Northern Arizona University Facility Services mission, vision and values include the statement: "We achieve organizational excellence through the following core values:" one of which is "Quality, competitive, value-added service."



Zen and the Art of Facilities Maintenance: Cont.



**“We achieve
organizational
excellence
through the
following core
values:”**

So what is quality service? Maybe the real question should be – so how do we provide quality service? And, do our services truly add value to those we serve?

There is a direct relationship between how our services are perceived and how we perceive our services. So how do we perceive our services? Do we combine the physical, mental and spiritual concepts of quality? Do we see the art in our service? Do we just perform our tasks or do we truly become one with our tasks? I submit that high quality service requires the reunification of the arts (spiritual) and technology (mental and physical). Too often we have heard “quality workmanship or craftsmanship just doesn’t seem to be as common any more”. This may just be another way of saying that somewhere along the journey some have forgotten about the unification of the art with the craft and are simply going through the motions.

In order to truly provide quality service we must make a personal transcendence in our individual lives and see our service as an art. We must break down the barriers that keep us from understanding what true quality is – a fusion of nature and the human spirit. We must cultivate an inner peace of mind so that quality can shine through. To be one with this sense of quality one must become one with what one is doing. Do you perform your duties, and bigger still your acts of life, without desire or caring? Are you one with what you are working on or are you just going through the

motions? The first is a beautiful way of doing things, the latter is not.

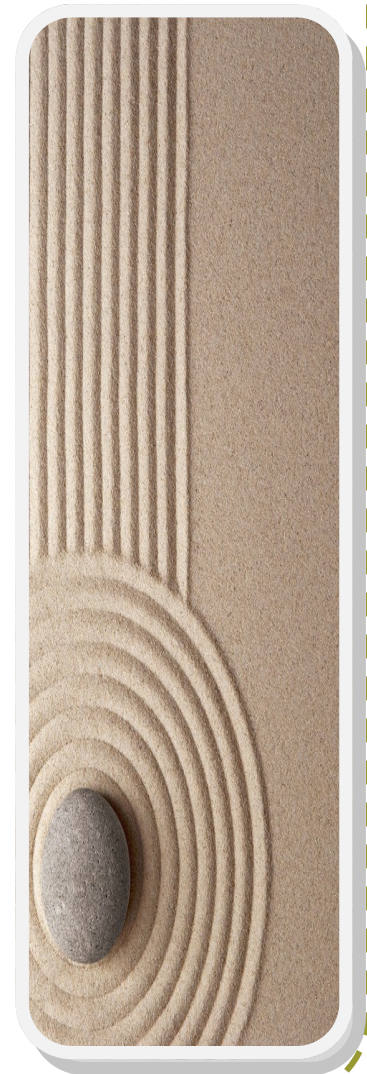
We must develop a sense of value and understand the duality of our actions: the combination of objects and our selves. The definition of caring is the personal identification with what one is doing, and that produces quality.

We must cultivate an inner peace of mind that does not separate ones self from what one is doing or ones surroundings. Peace of mind produces right values, right values produce right thoughts, right thoughts produce right actions, and right actions produce work that is a material reflection of the actions. The serenity of it all becomes something that others experience and we can define it as “quality service”.

This same peace of mind allows us to accept uncertainty, allows us to welcome change as a normal and healthy activity, and allows us to accept others on a personal basis even if you feel they have done you wrong. This peace of mind allows front line workers to be cool, calm collected and confident. This peace of mind allows supervisors to be factual, fair, firm and friendly and still remain respected. And this same piece of mind as an organization allows us to provide quality service.

Our department values are only right if our individual values are right. The place to improve our service delivery starts first in one’s

heart, then in one’s head, and then in one’s actions. As in Zen, the trick is to become one with the activity, to engage in it fully, to see and appreciate all details - be it constructing a building, maintaining a building, cleaning a building, mowing the campus grounds, delivering goods or simply servicing others. By becoming one with our actions, combining the art with the actions we will truly be known for providing “quality, competitive, value-added service.”



Steps Toward Sustainability

In the latest example of Northern Arizona University's commitment to Sustainability, the Arizona Board of Regents has just approved an \$18,000,000 performance contract between Northern Arizona University and the energy services company NORESKO. This contract will allow NAU to save approximately \$1,500,000 a year in utility costs and will reduce NAU's greenhouse gas emissions to below 1990 levels ahead of our 2018 goal.

The construction is on-going and will be completed in February 2014. This contract represents Phase 1 of the campus audit and retrofit with the Phase 2 audit taking place in the Fall.

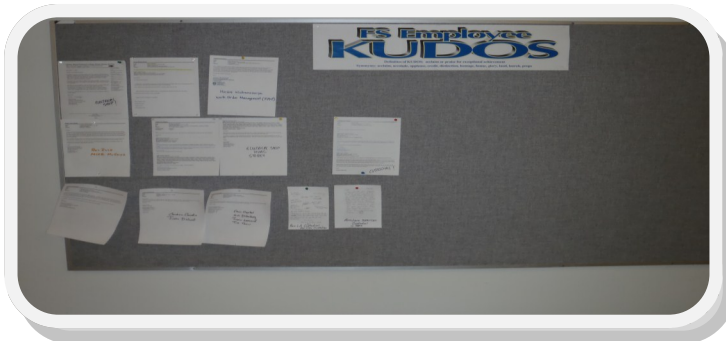
Lindsay Wagner, Director of Sustainability and Energy Services for NAU Facility Services says, "This project is the first major step in NAU becoming a carbon neutral campus. This is an opportunity for the university to upgrade lighting and heating and cooling equipment, as well as involving students, faculty and staff in the process which will increase awareness of the campus sustainability efforts and ultimately aid in creating the Culture of Sustainability that we are after. I am very excited to get this project started." Some of the highlights of the NORESKO contract include:

- Interior Lighting Upgrades
- Plumbing Fixture Upgrades
- Heating and Cooling Controls Upgrades
- Utility Metering
- Behavioral Change Program



Tricks of the Trades

As always the Facility Services Trades stress to impress. You can see here many on-going projects that continually improve our environment. The dedication and professional excellence can be shown in the finished product as well as the daily efforts given by all.



Stop By and see the new board of appreciation from our customers.

**Trades Spring
Cleaning in
FACILITY
SERVICES**

Tricks of the Trades (Cont'd).

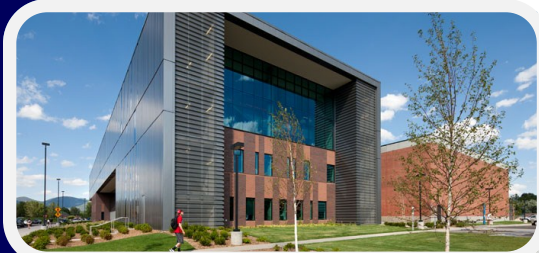


Trades in Gammage: Refreshing the looks with new flooring, new light fixtures, and new coat of paint.



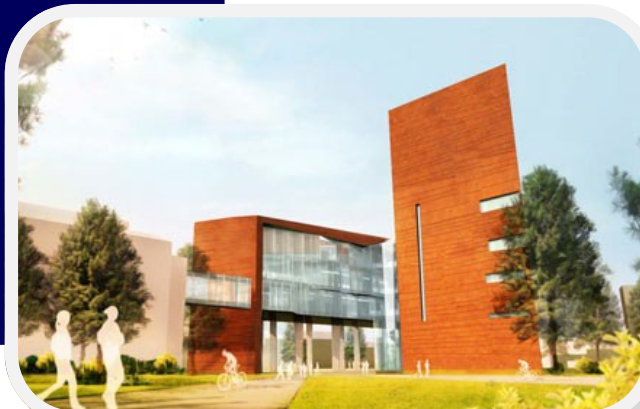
Trades in Tinsley: A change of color to the common spaces of Tinsley Hall transforms the feel of the environment for the students.

Getting ready for Summer Construction...



The department of Planning, Design and Construction is preparing for the numerous Summer projects to start as soon as Graduation is over! Despite of the slow down in construction, the Project Management team will once again create organized chaos on Campus, ripping up old concrete sidewalks and asphalt to provide smooth riding terrain for all; redoing the roof at SBS and Nursing; continuing the Classrooms maintenance program, along with many other projects! A critical part of that planning effort is to ensure communication with all departments. Processes are reviewed and new ones implemented regularly to improve project communication, to better define scope in collaboration with Users and Maintenance crews, to provide effective construction management, and to ensure a smooth transition to the NAU Facility Services' Operation & Maintenance department at project close out.

NEW Science and Health Building



This project is a \$71.9 million, 120,000 SF building that will provide teaching and research laboratories, along with classrooms and faculty offices, for the Chemistry department. The site is located in the heart of the existing campus (South of Bldg. 17, West of Lib. Arts, East of Extended Campuses, North of the North Plant). The project is scheduled to start in April and open for classes Fall 2015.

The V-shaped building will feature (3) lecture halls and a "geode" looking atrium. It will also connect to Bldg. 17 to the North via a service tunnel for chemical deliveries and via a bridge at the office wing 3rd floor level. The current design should earn at least a LEED silver rating, with emphasis on energy savings and total cost of ownership.

PM: Paul Dufek

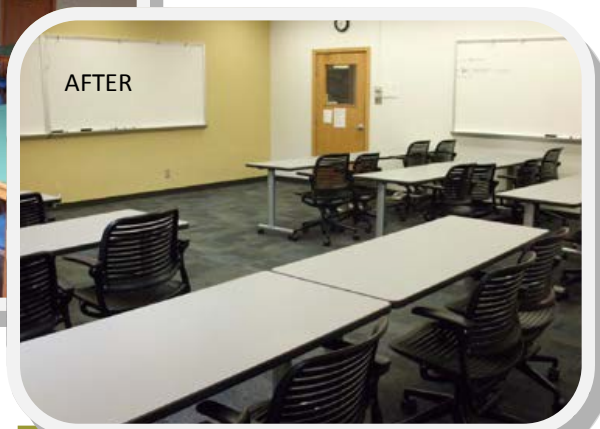
THE WHO CARES... WE DO!



Classroom Modifications 2.0

These photos are from last years' classroom modifications. Through Administration funding, planning and scheduling, teamwork with the trades and good communication with the Users on campus, the classrooms in need are being brought to a higher standard.

These rooms are to be safe spaces that each department can be proud of and that students can enjoy during their years at NAU. The last round of the classroom modifications will be happening this Summer.



New Dining Services Expansion

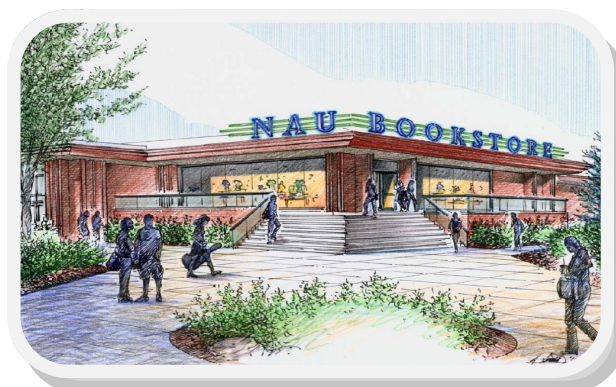
The New Dining Expansion will benefit students by providing additional, much needed and awaited, seating in the Hot Spot on the second floor. On the first floor, the building will incorporate a new Starbucks, bigger and better than the current one... And more centrally located... As well as a new convenience Market store selling wood-fire pizza (yummy...) . Beginning at Spring Break, interior construction work will take place inside the Hot Spot, without closure to the customers, to install a new elevator and connection points to the new building. At that time, access to the Hot Spot will be moved to its West side (next to the Hot Spot Bakery...)



NAU Bookstore Remodel

Follett will be endeavoring in a remodel to the existing NAU Bookstore. The new modifications will include a new elevator which will service the post office in the lower level as well as the main floor. The main entrance on the South West corner of the facility will be refreshed with a new exterior landscape as well a full stair and ADA compliant ramp egress.

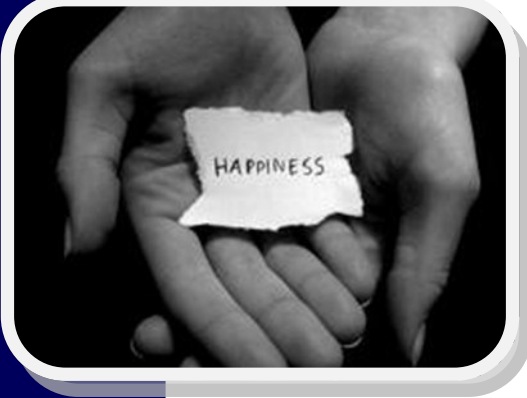
On the East side of the facility, which does not currently have a public access, a new opening will be created for pedestrian traffic through the building. Take this opportunity for shopping! This renovation will also include building code items such as fire sprinkler and fire rating upgrades to ensure safety of the staff and patrons.



New West Side Entrance

Positive Psychology and Happiness at Work

By: Dr. Marla Gottschalk



*"It is neither
wealth nor
splendor; but
tranquility and
occupation which
give you
happiness."
Thomas Jefferson*

Do you derive happiness from your work life? Do you embrace small successes - or do you find that you push yourself harder and harder to achieve more and more - without ever feeling a sense of accomplishment? A subtle undercurrent of negativity can not only prove destructive to your psyche - it can affect your ability to energize yourself in the quest to reach your full potential. We know that to achieve valued business outcomes we require an engaged and happy workforce - but how do we combat the lurking levels of frustration that can exist there? One theory posed to increase our "happiness quotient", examines the internal "lens" through which we view our work life experiences and how we build resiliency to deal with negative events.

How we "digest" our life experi-

ences, both negative and positive, can be instrumental in influencing levels of happiness. Reported happiness cannot always be fully explained by life events themselves - it is how we view those life events that proves to be pivotal. Many of us have a tendency to become focused upon negative information and events (possibly an evolutionary necessity). As a result, we may underrepresent our successes and fail to draw energy from them. On some level, we give up our power to be happy - by resting its fate entirely in the external world - when in fact, our "internal script" can be quite influential. Shorter-lived emotions can contribute to the development of a broader "affect", or tendency to feel either positive or negative.

Interestingly, how we traditionally seek happiness at work, may not align with how our brains function. We usually seek success in order to find happiness. But in actuality, this process should be reversed - we should seek happiness first, then success will more likely follow. The reason? Happiness increases the release of dopamine within the brain - which can activate our learning centers - helping us to absorb the information around us. We learn more and work more effectively, bringing us closer to realize our potential.

Achor discusses that we must be mindful not to "move the goal post" for happiness farther and farther off in the distance after each work life accomplishment (this is so common). As he aptly explains, "Don't push happiness beyond the cognitive horizon". While it is unrealistic to assume that we might never experience disappointments and negative feelings, a more positive outlook can help us move through these experiences.

Feelings of happiness can be subtly increased through a process of behavioral and cognitive changes, including recognizing your own successes, journaling, nurturing gratitude, exercise, meditation and random acts of kindness. Through these activities, we can possibly begin to process our lives as more positive, building resiliency and finding success.

Here are a few ideas:

Be mindful of the present. We can develop a tendency to pay more attention to negative past events. As a result,

Positive Psychology and Happiness at Work (Continued)



we might overlook the opportunities to feel positive in the present moment.

Celebrate small successes. Try not to ignore or downplay the smaller steps that lead

to larger accomplishments (as these larger events may be few and far between). Pause and reflect on these

moments, no matter how small.

Play to our strengths. Finding a career, or a role that emphasizes what we are good at can greatly increase feelings of positivity. We can often make adjustments to our work lives to accommodate this end - so ponder ideas to accomplish this.

Recognize performance. If you manage others - try not to miss oppor-

tunities to reward excellence. Develop a habit of reaching out to validate accomplishments on a regular basis.

Show gratitude. Don't be stingy with "thanks-yous" and compliments in the workplace. Let others know you appreciate their contribution to your work life - and build on this positive energy whenever possible. Remember that few things are more meaningful than gratitude.

Give a Cup • Get a Cup



NAU Connects:
Your Gift, Your University

The 2013 Employee Campaign

The Employee Campaign: NAU Connects is an opportunity for employees to make a difference that matters for NAU. Whether helping a student obtain a meal ticket, or helping a fellow employee during tough times, NAU has many ways you can connect to your community. Everyone who participates will receive a coupon for a cup of soup at the 1899 Bar & Grill.

The Facility Services Leadership team has committed to inspire participation for our department by giving a personal donation to the **Facility Services CARE Fund** for each employee who participates in the Give a Cup program. Our goal is to have Facility Services reach 100% participation. Participation is more important than the amount of your donation. Regardless of what you can afford, please participate. If

all you can do is \$1 then we are grateful for your support.

The funds that go to the C.A.R.E FUND are 100% used for our recognition and events for Facility Services Employees.

Flyers and donation forms will be posted around the facility. Check the C.A.R.E board (in the main lobby) and F.A.S.T office for the forms. Once you have filled out the forms please drop them off with Lillian in the FAST office and get your free cup of soup coupon.

This campaign is open for donations to any NAU foundation account. The recommended funds for this year are:

- **NAU Dining Scholarship Fund (fund no.5326)**
Making sure Pell-eligible students have meal tickets!
- **Santa's Sleigh (fund no. 4936)**
Helping our fellow employees when times get tough...
- **NAU Student Worker Scholarship (fund no.5343)**
We all know it's difficult balancing school and work.
- **Undergraduate Research Fund (fund no.1671)**
NAU gives more undergrad research opportunities than most universities.
- **Facility Service C.A.R.E. Fund (fund no.4198)**
Give back to your own department to help fellow employees...

For the online form please go to
<https://alumni.nau.edu/giving>

CARE SPOTLIGHT... George Wiechec

Something that I like to tell people is that I am a "triple Lumberjack". I earned a BS in Forestry in '73 from California State University, Humboldt, worked for 20 years as a logger and lumberman, and then came back to NAU to earn a MBA in '99. With all that lumberjacking in my blood I was happy to come to work in Facility Services in 2007. My favorite sports figures from my years of supporting the teams here are Gregg Wyatt in football and Andrew Mavis in basketball. One of my favorite ways to spend my personal holidays is day trekking with friends. My favorite hikes are Mt. Whitney in California, Angles Landing in Zion NP, and a little downhill called West Fork. I am a firm believer that you can never have too many golf buddies so I spend much of my leisure time doing just that, golfing with buddies. Northern Arizona is a good place for my wife Teresa and I because we have our local family consisting of a son and a daughter and three grandsons here. Our other anchor point is Portland Oregon where most of the rest of our children and grandchildren reside. Camping and time at Lake Powell occupy much of the rest of our leisure time. Occasional trips to Hawaii help keep us happy and decompressed which is how we like it! Go Lumberjacks!



SAFETY CORNER

Just a quick note to say we are getting ready for summer construction. There are a few items to make sure are in the forethought of your mind before we get too entrenched in our projects.

- Site Fence: NAU campus standard is 6' Ft. chain link on an open trench.
- Fences should be placed in a way not to impede student travel. If it is unavoidable please contact Disability Resources Director jamie.Axelrod@nau.edu to ensure visually impaired students or faculty are walked through the area in order to minimize any safety issues.
- Please ensure that the Emergency Contact Lists and Blue Stake procedures are fully explained to contractors before work starts.
- Site digging will be happening throughout campus please review your understanding of the OSHA requirements for trench shoring. You can review the current requirements at: http://www.osha.gov/dts/osta/otm/otm_v/otm_v_2.html

