Discipline is the bridge between goals and accomplishment. 
Jim Rohn

The **Training Tribune** is a periodical that is dedicated to distributing information about training activities related to our Facilities Management Department.

**Facilities Operations Mission Statement**

The Facilities Operations is dedicated to promoting the UC Denver mission of education, research, patient care and community service by supporting the facilities projects process, managing and maintaining Facilities Operations Programs, providing a safe physical environment and enhancing the quality of life of a diverse campus culture.
Working together in perfect harmony (?)
Well, almost.

The Facilities Management Department is comprised of five divisions: Building Maintenance & Operations for the Anschutz Medical Campus, Building Maintenance & Operations for the Denver campus (and caretakers of the Colorado Blvd campus), Facilities Projects, Finance & Administration, and Facilities Support Services. While this is a fairly typical model used by higher education across the country, there is a uniqueness to the model at the University of Colorado Denver.

As we have developed the organization, and the campus, we have been through an amazing growth and transformation. Building a new campus and vacating the old one is something that very few institutions dream of, let alone accomplish. Add to that the merger of multiple campuses and we stand alone.

The Anschutz Medical Campus is spectacular in a number of ways: the relocation of two, and soon to be three, major hospitals; the state-of-the-art facilities for teaching and research; and, the ability to transition research into a viable commercial product. The campus has been compared to similar developments such as the Texas Medical Center in Houston and the University of Maryland BioPark. The campus is also an economic driver for Aurora and the state. We have created something really special at this campus and WE are all part of the success.
To develop the campus, it requires a great deal of teamwork where everyone has a role and responsibilities. The Facilities Projects division has played a major part of the development team from scope development through occupancy, and beyond. The Building Maintenance & Operations divisions have also played a major role in the development through their participation in design and construction, occupancy, warranty, and overall operations.

In most universities, this isn't much like teamwork as it is adversarial. Facilities Projects usually have the goal of completing a project on time and under budget. Often, maintenance is not involved until it is time to operate the building. If that is the first time maintenance gets involved, it is already too late to correct problems that inevitably surface when the first occupant moves in. Just as typical, Building Maintenance has the goal of making the building function effectively and efficiently, even if it costs more than the available funding. When the goals of both groups come together often one wins while the other loses.

The divisions of Facilities Management at the University of Colorado Denver are unique, as mentioned earlier. While certainly it is important to maintain schedules and budgets, it is just as important to insure that the building operates effectively and efficiently, and here is where we differ from most other institutions: we collaborate with one another and support our common goals. We also do this very early on in a project to include a Building Maintenance representative to participate with the design team. When there are funding shortfalls that need to be addressed, Building Maintenance offers suggestions to achieve the desired results.

The Building Maintenance rep is an equal member of the team and this insures that when cuts have to be made, the interests of building operations are considered. More often than not the suggestions offer improvements over the engineered solutions and at a lesser cost.
Facilities Projects has had outstanding performance in the development of the campus. The division has consistently operated at a high level in order to bring these projects on line. They have done this and made sure that other Facilities Management units have been included in all phases. The other unique characteristic of Facilities Projects is their continuing involvement in projects past occupancy and warranty periods to try to resolve difficult maintenance issues that inevitably come with any project. Facilities Projects in most other institutions would not be involved in the resolution of issues.

Our department has done a tremendous job in the development and operations of this campus. The staff within Facilities Management set the bar pretty high and they live up to the expectations that they set for themselves. It is my hope that people don't take these relationships for granted. I have seen many instances outside of this university where there are real problems and it was difficult to have successful projects because of lack of trust and cooperation. I have seen how these departments work outside of the university and know what we have is unique - a workforce that can come together to provide help and support to achieve our common goals. Don't take this relationship for granted. It may not be perfect, but it is pretty special.

We may have all come on different ships, but we're in the same boat now. Martin Luther King Jr.
Communication itself is a word. What it means is as varied as there are different forms of it. The types of communication basically are verbal and non-verbal. This sounds easy until you think of each one.

Verbal is not only the expressed spoken word but the written word as well. If you are communicating through spoken words the non verbal communications come into play immediately. The non verbal takes in body language, tone, voice modulation, pitch, volume, speed and often clarity. The non verbal elements combined with the spoken words play a monumental part of the actual conveying of the thought, importance and emotion of the subject. The end result is a very clear communication of a topic from the sender’s perspective. Conversely the receiver’s perception of what is being communicated may not be the same as what the sender believes was presented. What results; either communication or miscommunication! Face to face, any miscommunication can be corrected quickly.

If we believe that the personal spoken communication with the non-verbal components added is the best form of communication; you can readily believe that phone communication is lesser due to the non-verbal elements that cannot be transferred between the sender and the receiver. Further yet take away the tone, emotion and clarity, by placing the communication in written form only, the communication has an obvious lack of conveying the thought effectively.

Written communication declines quickly as the use of informal applications are quickly inserted into text to others; abbreviations, acronyms, local phrases or expressions or worse yet jokes, comparisons or sarcastic remarks when the intent is lost to the person receiving the text version and rapidly misunderstood. The chance to quickly correct the misunderstanding is lost.
Local and informal written forms are generally OK if you are closely familiar with the receiver and have shared communication styles, similar backgrounds with similar understanding of phrases, words, meanings, and have compatible styles. If not, there is a lot of risk in being misunderstood. If, however, the sender and the receiver come from differing frames of reference, the meanings and thoughts conveyed can take on vastly different understanding. The key point of the communication is quite often lost entirely and replaced by the receiver’s belief of what was said and the emotion resulting in that misunderstanding.

Our University environment thrives on the e-mail means of communication. This is only a bit above the “My space, Face book, Twitter and texting version of communications bombarding our lives today. Results are miss-information, hyper sensitivity, stress response and assumptions of the intent of the sender. The email versions are thought of and trained to be informal and originally not intended to be constantly monitored for response. Not all persons are continually at a computer or choose to be in the rapid response mode. Expectations of many persons, who are in continued attendance at a computer or are otherwise electronically connected to their email accounts while mobile, are of quick response. Add to the varied new expectations the ability to copy many persons to the transmitted words and you can have a very rapid decline into time absorbing, frustrating and spiraling miscommunication possibilities, burned bridges and more emails. Finally, when serious miscommunication happens, there is a call for meetings to correct the miscommunications, have “face to face” effective communications filled with verbal spoken and nonverbal body language, tone, voice modulation, pitch, volume, speed and clarity to hopefully get to the original intended point.

The expression has been used often that whatever you write you should be willing to see on the front page of the daily newspaper the next morning (now often read on-line and mobile in a shortened format), or if you would be embarrassed to have your mother or grandmother read it then don’t send it and know that your neighbor or another person in another state or country (probably copied and

Electric communication will never be a substitute for the face of someone who with their soul encourages another person to be brave and true.
~Charles Dickens
The point is: what? Be precise; keep your written business communications short and to the point. The email system has evolved into a dominant form of communicating in the work environment with the many stressors of workplace, deadlines, urgencies and expectations. Recently articles have been written expressing that you must insure the use of spell check and grammar checking plus re-reading of the emails to insure form and format is correct. This is much like the formal memos of the past without the administrative assistant to proof read your gaffs and correcting them. Email miscommunication now can happen with lightning speed with very bad results involving a lot of other persons. If you have frustrations or a difficult issue to deal with spend the time for face to face dialogue or use the phone as possible second.

We are heading into a new year of Performance Management Plans. When you look into those plans and read them there are two primary sections; one is “what you are expected to do” and the other is the “how you do it”. There is a heavy emphasis on the, “How you do it”, section identified as Core Competencies because it relates to the communication with others. Spend the time to review this section and the words used to express how important it is for team work, civility, understanding, courtesy and respect for the other person who has a heavy load to move forward just as you do. We each have a frame of reference from past experiences, primary missions, diverse backgrounds, different languages, varied parts of the country or world that may vary vastly from our peers. What is heard by the listener or understood by reader can easily not be what you intended to express. It is difficult to be both brief and clear. Stress and hurry compound the problems of effective communications. Email communication when used as the dominant communication form will require the care and clarity needed for business interaction. If your emails must convey complex, detailed, technical and formal business documentations consider using the “attached document” tool. Keep the email brief and clear.

Try constantly to consider your audience when you are attempting to express your thoughts or concerns. If you are the audience, consider what the sender is really trying to express.

“The single biggest problem in communication is the illusion that it has taken place.”
~ George Bernard Shaw

“EMAIL - when it absolutely positively has to get lost at the speed of light.”
~Unknown
In an effort to try to find new types of training for our department, it occurred to me that we have a fairly active work force and that we should also recognize the needs of our bodies and minds. While researching information for a completely different article, I came across this really neat web site, (America on the move).

AOM promotes simple things, “small steps” individuals can do to improve their health, their livelihood and their communities by making healthy choices and moving towards a sustainable way of living. Just to name a few items the site offers, the site has ideas promoting exercise, food choices, managing weight loss, and going green. The site also has Daily tips, Expert advice, facts about foods, and one can see a map showing each state’s carbon footprint, there are also tools and pointers for increasing activity at home and in the workplace.

One item that really caught my attention is that they have walking three different walking tours of the Anschutz campus (posted later in this article). For someone that has limited time to exercise, these short walking tours provide a welcome diversion from the daily grind and they have interesting tidbits of information that give insight into some campus history as well as descriptions about new and old buildings.

If you have limited time for lunch or breaks this walking tour is something I recommend. I also recommend taking a look at their web site and possibly signing up, this is truly a really neat resource.

Join the movement!

Ned Scott Frank

Many thanks to America on the move for allowing me to share the information in this article!
Note the (America on the move) website is listed below with a brief description about who they are. The walking tours of the Anchutz campus link is also included below with screen captures following, (please note that I have oriented the map and tour descriptions are shown in a vertical orientation for printing from this format.

Related Web sites


http://www.ucdenver.edu/Documents/maps/WalkingMapTour.pdf

America on the move was founded by James. O Hill, PhD and John C. Peters, PhD, America On the Move Foundation (AOMF) is a national nonprofit organization located in Denver, CO. Our mission is to improve health and quality of life by promoting healthful eating and active living among individuals, families, communities, and society.

We do this by:

1. Bringing scientists and non-scientists together from multiple disciplines in order to synthesize and stimulate new knowledge.
2. Translating cutting-edge science into accessible information for easy use by individuals, groups, and communities that can positively affect health behavior.
3. Empowering individuals to take control of their health by making and sustaining small measurable changes to their daily eating and activity routines.
4. Encouraging public and private partnerships at the national, state, and local level to build programs that reach individuals and communities and support sustainable behavioral change.

Our research shows that small, specific changes in food and physical activity behaviors can have a positive effect on health and effectively stop weight gain. America On the Move (AOM) provides web-based programs, tools, and resources to individuals, families, groups, and communities of all types and sizes. Together, with the support of our partners and sponsors, we're working to create a movement that inspires more people to make positive changes every day.
A. We begin our tour at the Bookstore Brew II. This restaurant is located in the northwest corner of the Research Complex I North (RC!1 right next to the Hessels Phelps auditorium). “Jim the hot dog guy” who has been serving both hospital patients and employees for over 17 years is also located here. They are open M-F from 7:30-2:30. Healthy options are available! Exit to the south of the building, where you should be looking at open green space.

Head south and follow the path (left) east toward building 500 (Bldg. 500). Wondering what the giant doors are? …The “Opening Doors” artwork was done by Colorado artist Christopher Weed in 2005. One of his goals in creating these was to draw a connection between the educational and research missions of the facility as well as to provide humor and visual relief from the intensities of everyday life on campus. Next stop: Bldg. 500.

B. Here we are at Bldg. 500, which was built in 1941, just days before the attack on Pearl Harbor. It was built as part of the Fitzsimons Army Medical Center, which was formally dedicated in the fall of 1918. It was used heavily during World War II to treat tuberculosis, and became one of the Army’s premier medical training centers. Go up to the eighth floor of Bldg. 500 to see where the Eisenhower Suite is located. In 1955, President Dwight D. Eisenhower was vacationing in Colorado when he suffered a heart attack. He was brought here where he stayed for seven weeks in order to recover. And, since you’re up here, head outside onto the West Deck of the roof to get a breathtaking view of the campus. When you’re done, head back downstairs.

C. Exit Bldg. 500 and head to your left (east). The building directly east of Bldg. 500 is the Education Iib (Ed. 18b) building. Stop now at the southwest end of the Ed Iib building. Notice how the corner is cut out of the building. It was constructed intentionally this way, in order to preserve the tree in the corner, which is one of the oldest trees on campus, dating back to the 1920s when 200 trees were transported from Pike National Forest to the army hospital grounds.

D. From the tree, continue east to the open space between the Ed buildings and The Children’s Hospital. This area was created to foster interaction between students and faculty on campus. It also gives Children’s Hospital patients a great view and a nice place to walk.

E. As you continue east, to your left you’ll notice the Preservation and Access Service Center for Colorado Academic Libraries, better known as PASCAL. This building is a library storage facility, providing climate controlled housing for the library collections of the Downtown Denver Campus and CU Boulder. The current capacity for storage is 1.6 million volumes. The average temperature inside is 35°F, with 37% humidity.

F. Continue east. At the corner of 17th Pl. and Wheeling, look southeast to see the site of the future Veterans’ Affairs Hospital.

G. Go north on Wheeling Street now. At the corner of Wheeling and 19th Place is the Fitzsimons Pool. They are open for lap swimming from 6am to 7:30pm M/W/F, and 6am to 7pm on T/Th. Daily drop-in rate is $3.50, and discounted punch passes are available. Swimming is a great way to be active!

H. Now head west on 19th Place. To your left is the Campus Services Building, where the mail center is now located. This building also houses planning offices, facilities, and operations.

I. This 2-story building with the flat roof is the Vincent A. and Shirley Fulginiti Pavilion for Ethics and Humanities. It is the only building on campus that was built solely because of the generosity of their donors. No tax dollars, debt financing, or university funds are being used to help construct it.

Continue west and then north. Walk along the west side of the Frisco Parking Lot and make your way toward the library. For an extra 500 steps, take the optional loop around the library. (If not, just skip to L.)

J. Here at the north end of the library, look across Montview, where the future light rail station will be located.

K. As you head south back toward the main path, notice the Historic Red Cross building to your right. Built in 1918, the Red Cross was the social and entertainment center of the Army Medical Center. It is the site of the future 30 acre urban village. As you walk, notice the trees in the surrounding area. Many of these were transported from Pike National Forest as early as 1926. Keep heading south to the library.

L. The library has been designed to really emphasize natural light. There are many windows, an atrium, and interior glass walls that allow light to fill the interior of the building. The aluminum structure on top is meant to represent the Colorado Columbine with its five “leaves.” At 113,000 square feet, it’s nearly twice the size of the Denison Memorial Library on 9th Avenue.

From here, follow the map (west), past Bldg. 500, back to the North end of RC! North, where you can enter the building and head back to the Bookstore Brew II to finish the tour.

For more information on taking small steps to a healthier way of life, visit www.americaonthemove.org.
SkillPort is a new web based training platform developed by Skillsoft (the parent company), that is NOW available to all University employees and staff.

Last summer Skillport was deployed to the University and its employees as a pilot program, it was tested and reviewed by a number of people who found it quite useful. Human Resources has embraced the product by bringing it to the University as a replacement for Blackboard.

H/R compliance training such as Fiscal code of Ethics, Preventing Sexual Harassment, HIPAA Regulations, and Asbestos Awareness training will now be found on SkillPort. The process of assigning specific class curricula to individual employees is still being worked out, this would allow supervisors to create specific assignments for their staff, though this is in the works, it is thought that a solution will be found in the near future.

SkillPort delivers training in a few formats, the courses are delivered using an interactive multimedia presentations that have text, audio, and pictures for visual content. Speakers for your computer are not necessary to view the courses, but having them does help, allowing one to follow along with the content.

As a training resource SkillPort has a vast library of courses, topics ranging from Business Skills, IT Professional, Environmental Health and Safety Compliance, Legal Compliance, and Desktop Training. All of these subjects are available to University Employees 24 hours a day 7 days a week, and the web site can be accessed from just about any location that has access to the network.

The resource also has a catalog of online books called “Books 24X7”, it too has an extensive library covering many topics from Project Management, Team Building, Leadership, Human Resources, and Relationships in the Work Place just to name a few. Books 24X7 is a great resource for managers and supervisors or those aspiring to get into supervision.

SkillPort also has a credentialing section, allowing one to structure and take accredited courses that are recognized by some colleges and professional organizations. There is also the opportunity for the seasoned professional to take classes for continuing education credits.

SkillPort comes with vast array of training subjects and online training content that is directly available to university employees at no additional cost. At this time the platform is wide open allowing people to explore and get used to taking classes, in the future there is a vision that class assignments will be assigned by H/R or your supervisor. For these reasons, as you explore the platform and start taking courses, it may be wise to consult your supervisor so that they can help you structure content that is appropriate for your position.

Accessing the platform for most people will be just a few clicks of the mouse and they will be on their way to taking a class. For others, there may be the need to reconfigure their web browser so they can access the web site. This may take the intervention of the SkillPort support group, but this is usually a fairly fast and painless process that does not take much time at all.

**To access SkillPort for your first time:**

Step #1 Use your web browser to go to the following link,  
https://my.cu.edu/render.userLayoutRootNode.uP

Step #2 Log in, by picking your location and entering your user name and password.

Step #3 Click on the top tab that says “MY TRAINING”

Step #4 click on the link **Click here for SkillPort – CU’s Online Learning**

Step #5 A window will pop up asking if you want to add it to your trusted list, click yes

Step #6 another window will pop up and load SkillPort

If you have problems connecting to the SkillPort web page, you may need to contact the SkillPort support at 877-545-5763. They are prepared to help you configure your web browser to the appropriate settings.

Additional information about SkillPort is on the following page.

Ned Scott Frank
Resources for Online Learning

In this fast paced day and age, it is more important than ever to have employees with the skills and knowledge necessary to work in a world that is changing. The University of Colorado will be partnering with SkillSoft to provide online learning resources to CU employees. SkillSoft is a leading provider of online learning offerings, including excellent resources on IT Skills and leadership and management development.

SkillSoft Standard Self-Study Learning

SkillSoft provides high quality learning content to meet a full range of learning needs. Their standard courseware collection includes the following areas:

- Business Skills – Extensive support for professionals and the soft skills that drive business results
- IT Skills – In-depth coverage of today’s relevant technologies.
- Desktop Skills – Support for professionals in their use of core desktop software technologies
- Continuing professional education for certified public accountants, project management professionals, human resources and registered nurses.
- Legal Compliance – Courseware to keep employees compliant with current laws.

University of Colorado
Custom Online Courses

SkillPort, will replace BlackBoard as the employee online learning management tool that provides CU specific custom content to meet the needs of required and recommended online training provided by the university. Easy access to this new online system is provided directly through the myCU Portal. As of January 2009, employees simply go to their training page in the myCU Portal to access SkillSoft. Custom courses provided by CU include topics on:

- Supervision Skills
- Discrimination and Harassment
- Finance and Procurement
- Export Controls
- IT Security
- Lab Safety Courses
- HIPAA
- HRMS PeopleSoft Courses

Books24x7

Books24x7 - Books24x7 is the largest online books resource which offers unlimited access to the complete and unabridged contents of thousands of the latest and best business and technology books available. Learning can take place anywhere, any time, any place.

For more information contact:
University of Colorado Training and Development Office
System_training@cu.edu

November 2008
Notice:

For staff that may be struggling with e-mail, basic computer skills, or just need help becoming proficient with a specific piece of software, we have a number of opportunities for staff to take computer based training through New Horizons.

Please see me (Ned Scott Frank) or fill out the on line training request and secure the appropriate signatures. (Link Below)

The Training Tribune

The Training Tribune is a short publication that is dedicated to distributing information about training and news related directly to our Facilities Management Department. The Tribune will be published and distributed on a quarterly basis, and feature articles about upcoming training events and ongoing issues that are related to training. We would like to share articles about our staff and highlight some of the positive programs we as a community are involved with. We encourage feedback and will provide an area for posting new ideas, suggestions, and meaningful discussions.

We understand that training is a hot topic that is near and dear to everyone, and we recognize that there are many pressing issues. The Training Tribune will refrain from providing a platform or soapbox to those that want to express negative cynicism about the department, our staff, or any other University program. We will accept and publish constructive criticism as long as it is well mannered and related to current facilities or departmental topics.

If you have feedback, ideas, or would like to submit an article, you can address it to any of the committee members.

Committee members are:

Al Martinez
Don Winfrey
Jesse Walklett
Vimol Mitchell
Nancy Hostetler
Mike Boroviak
Ned Scott Frank

Don't worry about the world coming to an end today. It is already tomorrow in Australia.

~Charles Schulz
“The road of life twists and turns and no two directions are ever the same. Yet our lessons come from the journey, not the destination.”
~Don Williams Jr.