

# The Basics Of Facilities Management

**A One-Day Seminar**

For anyone responsible for the care and maintenance of a facility who wants to avoid costly lawsuits, safeguard property and better integrate people with their physical environment

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**TRAINING  
TO YOU**



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KEYE PRODUCTIVITY CENTER

*A division of Rockhurst University  
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# Who Designed The Facility You're In Charge Of?

If you're lucky, it was someone who understood that people and buildings don't automatically work well together.

Shopping centers ... corporate headquarters ... factories ... apartment complexes. All depend on facilities managers — like you — to make them user-friendly.

If you earned a degree in facilities management, you have a head start on how to successfully mix people and property. If you've inherited the position through a series of promotions or have taken on the duties of facilities management in addition to your regular responsibilities, you've probably

learned what to do through on-the-job experience.

However, the facility became "your baby," now you have your hands full. You're in charge of a facility worth hundreds of thousands of dollars — maybe even millions. And it's up to you to ensure your facility is run efficiently ... is cost-effective ... and works for — not against — its users.

How can you be sure you don't make a costly mistake? Attend this seminar and learn practical techniques for safeguarding the care and maintenance of your facility.

The very next day on the job, you'll feel more confident about your decisions, more in tune with what users need and more aware of exactly how to better manage the huge responsibility you have.

## Command The Respect You Need

Isn't it great when everybody goes home? Your facility looks and feels different — it's almost serene.

At times like this, you can really appreciate its beauty. The hallways look expansive ... the lighting soft and caressing ... everything's clean and tidy.

Come tomorrow when "the bodies" return, it's another story. You have to ride herd over people who don't see — or don't care about — your facility like you do.

Most people aren't intentionally disrespectful. They're usually just too busy going about their business to

pay attention to how they close the doors ... where they throw their cigarette butts ... what equipment they leave running.

How can you hope to successfully integrate people with your facility? Come to this seminar and find out. You'll learn proven strategies for better communicating with users, solving the problems that contribute to user-abuse and coping with architectural features you wish you could change — but can't.

You won't be able to magically solve all your headaches, but you will return to work knowing how to conquer dozens of "what if" scenarios that all facilities managers encounter, at one time or another.

## We Guarantee It

If you want to hear technical theories expounded by some stuffy expert who talks in scientific lingo, this seminar is not for you.

But if you want to learn practical techniques that have proven indispensable for facilities managers across the country, go to [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call **1-800-258-7246** and enroll today. We guarantee you will discover skills you can use to better manage your facility's operations, or we'll return your entire registration fee. You have our promise in writing.

# What You Can Expect To Learn:

## Expertly Direct General Operations

- Where most facilities managers fall short — are you guilty?
- The #1 reason why more signs aren't obeyed
- 5 questions you should ask yourself before creating any form
- Practical strategies to combat user abuse of your facility
- What must take priority when you are developing policies, procedures and restrictions
- Making budgeting easier with more effective expense-tracking techniques
- Optimum levels of heat and humidity for user comfort
- BONUS! Understanding the psychological effect of color, lighting, plants and carpeting

## Extend Your Facility's Life

- What you have to inspect every day — what you can let go until later
- Playing the facility detective: Identifying and fixing hazards in the workplace
- Improving the performance of your janitorial service

- Uncover hidden hazards that primarily affect your custodial workforce

- What to do when contracted work is substandard, sloppy or just plain wrong

- Techniques to ensure top performance out of outside contractors

- Assembling the single most useful checklist you can have

- The only known way to put an end to graffiti

## Run a Tighter Ship

- Whose insurance company pays the claim when contractors have accidents?
- The most important steps to take to keep operating costs in line
- What to do before, during and after an official inspection
- A great way to protect your budget from hidden costs
- What accountants wish more facilities managers knew about depreciation
- The most common cause of friction between facilities managers and users
- "Unofficial" inspections that could save you a lot of headaches down the road

- Curing "sick building" syndrome

- The #1 time-saver when designing work space layouts

- The secret to stopping unwanted solicitors once and for all

## Better Protect Physical Property

- What every facility manager needs to know about building inspections
- Strengthening communication between you and your facility's users
- The potential dangers of allowing unsupervised use of your facility after-hours
- How to diplomatically handle emotional tenants and defuse explosive situations

- Are "things" mysteriously disappearing? When to call in an official — when to investigate for yourself

- Protecting your facility from criminal liability

- How to control the movement of visitors

- BONUS! A keep-by-the-phone script to follow if you receive a bomb threat

**Workshop hours: 9 a.m. to 4 p.m.**  
**Registration begins at 8:30 a.m.**

## What Does the Law Say About Your Job?

### Do you know ...

Yes No What you legally can't do to catch a thief?

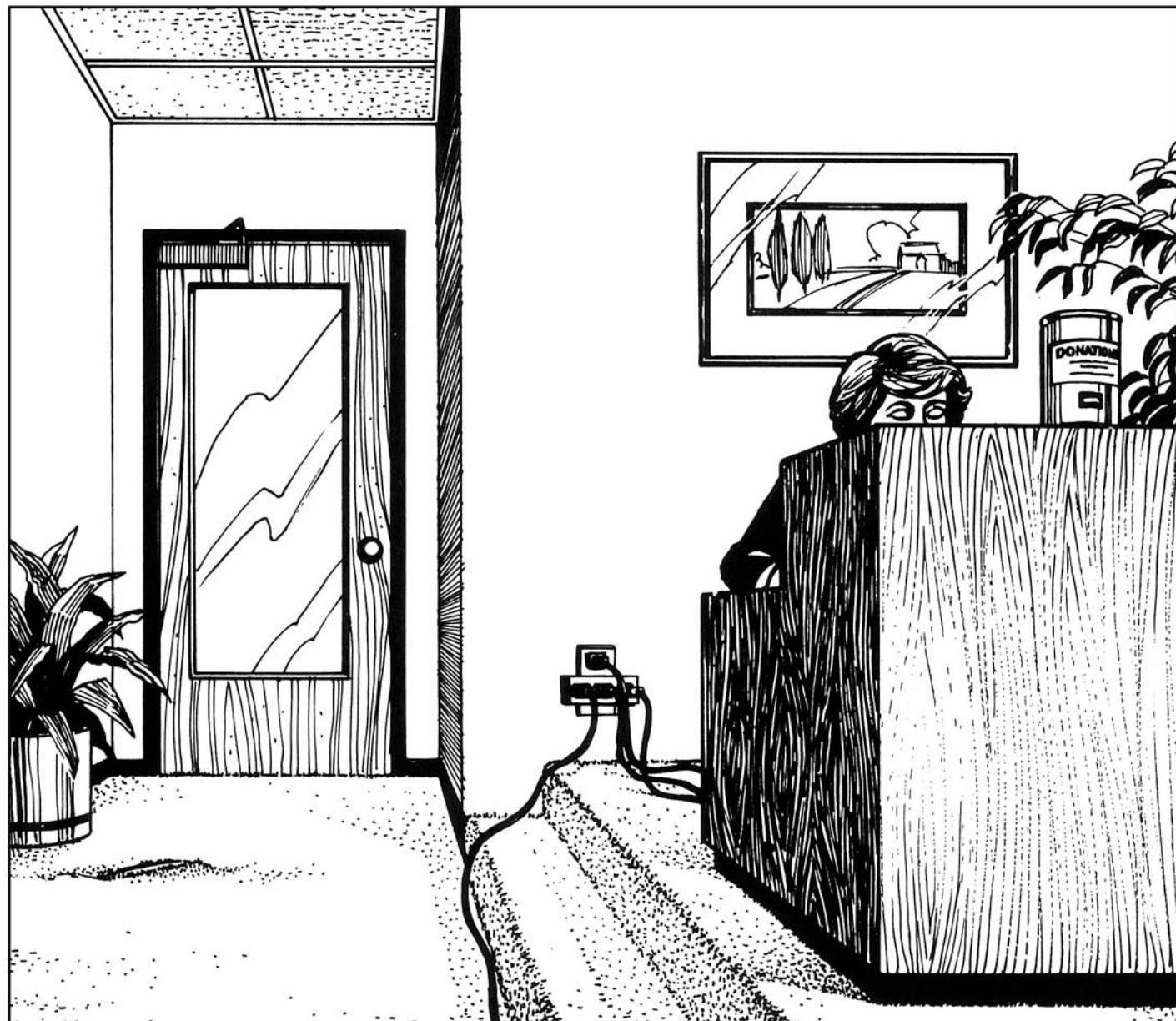
Yes No What inspectors construe as a bribe?

Yes No When you must file a police report?

Top facilities managers know the answers to these — and other — legal issues. To make sure you're legally in the know, attend this seminar. It could keep you out of court.

# What's Wrong With This Picture?

Look at the reception area depicted below and see how many problems the facilities manager needs to address.



You probably can't change your facility's heating and cooling system, redesign a bad layout or build new doorways. But you can learn how to spot problems — like the ones shown above — that can lead to lawsuits, increased liability insurance and user dissatisfaction if not corrected. To find out how, attend this seminar.

Great Group Discount: When 3 enroll from your organization, the 4th attends FREE!  
Register online at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call  
1-800-258-7246.

# Learn From An Expert ...

The men and women who present our seminars were handpicked for their extensive backgrounds in business. So you can count on reliable information from experienced pros who've been in your shoes.

These trainers won't bore you with textbook theories unrelated to the problems and challenges you face on the job today. Rather, they'll share with you real-life techniques that you can use immediately ... and that'll produce results just as fast.

Unlike other companies, Keye Productivity Center doesn't buy seminar "packages" that come with unqualified trainers — or that "fit" trainers into programs they're not familiar with. Instead, we carefully and deliberately search for business professionals with just the right mix of experience, knowledge and expertise. Then, we intensively train them in presentation techniques that have been tested and proven effective.

The result is a group of high-quality, incredibly effective public speakers who are experts in every aspect of their subjects. And they're also experts at presenting the seminar clearly and powerfully ... so you can count on getting lots of useable information in a short period of time, plus you'll be inspired by what you hear and learn.

## It's An Offer You Can't Afford To Pass By!

We've kept in mind your concern for getting the most from every dollar spent. You pay a small fee for a wealth of information and insight GUARANTEED to dramatically change you and your company for the better!

Remember, too, that we're bringing this seminar to a location near you, so there's no expensive travel or lodging to inflate this price.

Plus, you'll take home these valuable materials:

- **Facility Manager's Survival Guide** — This valuable resource is packed with all the seminar highlights, legal guidelines, security tips and safety techniques you'll need back on the job.
- **A Certificate of Completion** — This handsome document is a lasting testament to your commitment to improving facility management for your organization. It looks great framed and a copy is a great addition to your personnel file.

## Expect the Best From Keye Productivity Center

If there's one thing business owners and managers will agree upon, it's this: Improving their company's bottom line is their #1 goal.

To help businesses meet that goal, Keye Productivity Center was created several years ago ... a one-day seminar company that teaches innovative, but proven, skills that will dramatically improve their on-the-job performance and their company's productivity.

So, if the thought of your team performing at a peak level sounds good to you, then say "yes" to this seminar. You can bet you'll never regret it.

Here's what others who've attended our seminars have to say:

"Very informative and interesting. I will utilize what I've learned within 24 hours!"

*David McCormack  
Acoustic Supply Inc.*

"I found the entire experience great. Very informative and gave me some great new ideas."

*Diane Adams  
Kaiser Permanent*

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## Recommended Resources from Our Training Experts ...

### The Facilities Management Collection

#### The Essential OSHA Study Guide

Learn the core concepts and applications to understand how to be safe, profitable, and compliant with OSHA!

#### Understanding, Developing, and Implementing Effective Internal Controls

Discover how to spot-check your internal control system, identify where you're most at risk, and gain answers for what to do about it.



**Satisfaction 100% guaranteed!**

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To order, call 1-800-258-7246 or see order form on page 7.

## To Enroll ...



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Or call toll-free 1-800-258-7246



Or fax the completed registration form to 1-913-432-0824



Or mail the form to:  
Keye Productivity Center  
P.O. Box 419107  
Kansas City, MO 64141-6107

## Registration Information

**Our Registration Center** is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

**Group Discount:** When 3 enroll from your organization, a 4th may attend for FREE!

**Check-in** begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

**Cancellation.** If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

**CEUs:** Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions. RUCCEC is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**Tax Deduction.** The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

FED ID #43-1576558

# Registration Form

# Workshop Schedule

<b>1. Enrollment Fee</b>
Group discount: When 3 enroll from your organization, a 4th can attend FREE!
<b>2. Names of Attendees</b> <i>(Please list additional registrations on a separate sheet and attach.)</i>
1. Mr./Ms. _____ Title _____ E-Mail Address _____ City/Event # _____
2. Mr./Ms. _____ Title _____ E-Mail Address _____ City/Event # _____
3. Mr./Ms. _____ Title _____ E-Mail Address _____ City/Event # _____
4. (FREE!) Mr./Ms. _____ Title _____ E-Mail Address _____ City/Event # _____
<input type="checkbox"/> Please send me _____ copies of <i>The Facilities Management Collection</i> (Item No. KFC0208) at \$299 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item, express extra. Method of payment is indicated in step 5.
<b>3. Company Information (Please Print) *Phone required in case of last-minute changes.</b>
Organization _____ Address _____ Mail Stop _____ *Phone _____ City _____ State _____ ZIP _____
Approving Supervisor: Mr./Ms. _____ E-Mail Address _____ **Fax _____ **Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.
<b>4. VIP Privileges Program – Join Today!</b>
Join our <i>VIP Privileges Program</i> and enjoy exclusive discounts and benefits. We'll fax you and your organization first notice of upcoming events in your area, special discounts up to 50% and offers available to members only. <b>Sign here to join</b> _____ <i>By signing, you and your organization are giving permission for RUCCEC to use your fax number to notify you of upcoming seminars in your area and provide you and your organization with special discounts and offers.</i>
<b>5. Method of Payment</b>
<input type="checkbox"/> If you have registered by phone, please record your confirmation number here: _____
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<input type="checkbox"/> Charge to: <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> American Express <input type="checkbox"/> Discover <input type="checkbox"/> Diners Club Card No. _____ Exp. Date _____ Signature _____
<input type="checkbox"/> Bill my organization; Attn: _____ (Note: Full registration fee due and payable prior to start of workshop)
<input type="checkbox"/> Our purchase order is attached (government, educational and health care organizations only)
<b>6. Important: Your VIP Customer Number</b>
_____-_____-_____-_____ Fill in your VIP Customer Number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

SD, CT and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: \_\_\_\_\_ and attach a copy of your tax-exempt certificate.

Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

# Key Productivity Center

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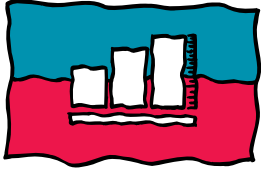
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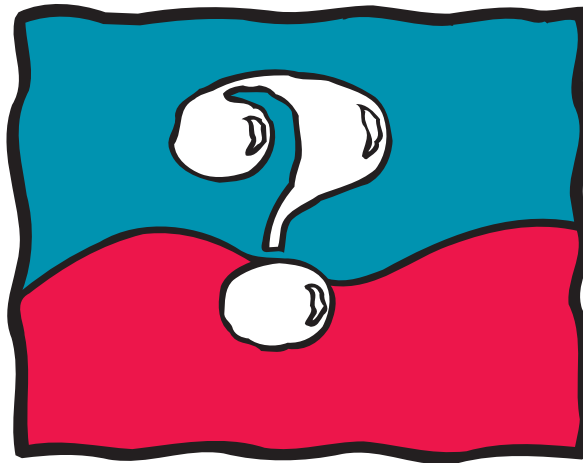
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