Our Mission: Facilities Management makes UND Exceptional by committing to fiscal responsibility, outstanding customer service and excellent workmanship, and by delivering clean and comfortable buildings and exterior spaces that are aesthetically pleasing.

Parking Ramp Closure
Parking Ramp Closed from May 13-20 for Annual Ramp Maintenance

The Parking Ramp will be closed for annual maintenance and cleaning May 13-20. Please ensure your vehicle has been removed by 6:00 p.m., Sunday, May 13. Vehicles left in the ramp after this period will be towed at the owner’s expense. Permit holders may park in the surface lot east of Columbia Road and continue to use the skywalk and towers for crossing. The Parking Ramp will re-open on Monday, May 21. We apologize for any inconvenience.  - Parking Office

Energy & Sustainability News — Michael Nord

Spring Cleaning:
Well spring may have finally sprung. As you begin to do your spring cleaning consider possible ways to participate in sustainable practices.

- If you’re a gardener, create a compost bin.
- Replace incandescent bulbs with LED.
- Donate unwanted items to a local non-profit instead of placing them in the trash.

I encourage you to make suggestions of possible opportunities to your supervisor or contact Michael at 72333 or email to:

Michael.k.nord@und.edu.
New Faces Around Facilities

**Donated Leave Requests:**
Annual leave donations are sought for Dale Spicer, Lead Building Automation Technician.
Sick and Annual leave donations are sought for Don Schaffer and GayAnn Akset, Building Services.


**New Hires**
Dhan Rai – Academic BST
Asiya Bare – Academic BST
Radhika Rai – Academic BST
Elsabeth Belecaw – Housing BST
Yam Rai – Academic BST

**Promotion**
Moses Serna—Academic Maintenance Lead

**Retirement**
Bill (William) McMillian—Housing Custodial
May 31st
Thank You for your 14 Years of Service at UND

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**Human Resources**

**Update**

**New Faces Around Facilities**

**Improving Emotional Intelligence**

**Dealing with an Angry Co-Worker**

Co-workers sometimes feel the need to express work-related anger. This can have a negative effect on the other co-workers. Ongoing anger is corrosive, but it can be enticing. Pay attention to the dynamics with your co-worker and learn to extricate yourself from these conversations.

There is a lot of emotional energy in anger draining energy and the ability to foster positive outcomes. Consider the effects of being immersed in negativity. Anger creates stress, which has negative physical effects (heart rate, breathing and general tension).

Consider your co-worker’s perspective, thinking about what they get from maintaining a negative focus. Weight whether this is part of a larger pattern or an occasional response. Make your own judgement about whether they’re overreacting or the situation really is a problem. Even if there are real issues, there are other ways to handle them besides dwelling in anger.

Define your preferred outcome: Would you like to continue to engage with them, but in a positive way or would you prefer to tactfully distance yourself?

You’ll probably need to speak up. During a conversation, try deflection: “Let’s not talk about work right now. How was your vacation last week?” Or turn toward the positive: “On the other hand, didn’t you just get assigned to an interesting new project?” Or gently decline to participate: “You know, dealing with the negativity so often just isn’t healthy for me. Can we table this for now?”

Liz Reyer—Minneapolis Star Tribune

**Facilities Picnic/Awards Day**

Wednesday, June 6th
Grounds Building
11:30 am—1:00 pm
Sloppy Joes, Potato Salad, etc., Drinks
Door Prizes
- Awards Program to start approx. 12:00/12:15
- An extended lunch period will be permitted
- Sign-Up Sheets are with your supervisor

$1.00 per ticket

Core Value: Excellent Customer Services
Parking Lots Closed — Under Construction

On May 14th, the following parking lots will be closed this summer for the construction of the new layouts.

Gravel lot south SMHS
Completed by Aug. 1
Alternative parking options: lot north of the Ralph, Wellness lot, SMHS lot, and the lot south of Frandsen Bank.

Clifford Hall lot
Completed by the start of Fall Semester
Alternative parking options: south of Streibel Hall, and north of the Facilities Building, and the Chester Fritz Audit.

Columbia Hall
Completed by the start of Fall Semester
Alternative parking options: Bookstore/FMR lot, south of the Ralph, and the lot north of the High Performance Center.

FY2019 Facilities Recharge Rates

The proposed recharge rates for FY 2019 are as follows:

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>*1. Labor Group #1</td>
<td>$45.75</td>
<td>$46.90</td>
<td>2.5%</td>
</tr>
<tr>
<td>*2. Labor Group #2</td>
<td>$68.50</td>
<td>$65.00</td>
<td>(5.1%)</td>
</tr>
<tr>
<td>3. Temporary Help</td>
<td>$13.75</td>
<td>$13.75</td>
<td>0%</td>
</tr>
<tr>
<td>4. Refuse Service / Non-UND Customers</td>
<td>$2.75/$3.35</td>
<td>$2.75/$3.35</td>
<td>0%/0%</td>
</tr>
<tr>
<td>5. Laundry</td>
<td>$64.83</td>
<td>$62.00</td>
<td>(4.4%)</td>
</tr>
</tbody>
</table>

* Additional information below.

1. Labor Group #1 consists of the following crews (FTEs): Academic Maintenance (6), Carpenters (6), Flooring (1), Grounds (10.25), Food Service (3), Housing Maintenance (8), Landscaping (4), Lockshop (2), Maintenance Coordinator (1), Painters (6), Preventative Maintenance (1), Toolroom (.5) – Total (48.75).

2. Labor Group #2 consists of the following crews (FTEs): Building Automation (5), Electrical Coordinator (1), Electricians (6), Electronics (3), Mechanical Coordinator (1), Plumbers (5), Systems (10) – Total (31). As part of the FY 2018 budget reductions, six positions were inactivated (4 Electricians, 1 Systems positions & the Construction Coordinator)
All employees have the opportunity to nominate co-workers or a supervisor within Facilities whom you feel would be deserving of the Golden Hammer or the Leroy Award. See Rhonda for more information and for nomination forms as needed. **Nominations will be taken through May 16th.**

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### Parking Office Summer Hours

**May 14th — July 27th, 2018**  
Monday—Friday: 7:00 am—4:30 pm

### May Dates/Events

- **Every Friday:** Spirit Day  
- 3rd: Employee Committee Meeting  
- 7th—11th: UND Finals Week  
- 14th: Summer Hours begin  
- 16th: Awards Nominations Due  
- 18th: Picnic/Awards Sign-Up Due  
- 28th: Memorial Day Holiday  

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### Campus Construction Map

UND Campus Construction Map for 2018: [Click Here](#)

### Habits of Highly Effective People — Spot 2 of 6

**Learn to handle stress.** Even a top performer is likely to be viewed more negatively if he is perceived as having trouble handling pressure. Learning how to keep your cool when you are under stress will pay big dividends.

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### Employee Spotlight: Jamey Holweger — HM

**What is your job at Facilities?**  
Housing Maintenance – Just celebrating 5 years

**What do you like about working at Facilities?**  
Always an adventure and always something new.

**What is the funniest thing you have seen/experienced at work?**  
When people plug drains and can’t understand how that got in there.

**Before working here, what was the most unusual or interesting job you’ve ever had?**  
Construction—Not unusual but it was interesting to travel around doing construction and seeing new areas.

**Tell us a little about yourself and/or your family.**  
I am married with children. We are close to the Brady Bunch (3 boys / 3 girls)

**Tell us something about yourself that would surprise us.**  
We have 5 generations living within ½ mile on our home farm.

**What do you like to do in your spare time: hobbies/interests, etc.?**  
I enjoy riding motorcycle and woodworking

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Core Value: High Level of Sustainable Performance