The Human Touch: How Technology Has Changed Your Business Outreach

Patrick Gabaldon is the Membership Development Manager for Nusenda Credit Union. Patrick has over 21 years of banking experience with various local banks in the Albuquerque and Rio Rancho area along with development and fundraising for United Way of Central New Mexico. He has been with Nusenda Credit Union for three years. Patrick has taught Community Based Instruction for APS, is an alumnus of the University of New Mexico, and a firm believer in the power of education.

Plan now to join the Facility Manager Association of New Mexico at an informational breakfast meeting at 7 am on Wednesday morning, February 17th, at the Garduno’s Uptown Restaurant in Albuquerque, NM, to receive important information on “Human Interaction Without the Human”. Some of the presentation topics Patrick will review include the pros and cons of each type of interaction, how generations react to each interaction, and a discussion of how to apply different techniques in your own individual everyday worlds.

The Internet has changed many of the industry standards over the last 10 years, and today there is a growing opportunity to replace face-to-face interactions with computerized interactions. Customers no longer call their service providers or suppliers with questions about their account. Instead, they’ll go online, dial into an automated phone line, or send an email or chat via the internet. The answers to their questions are usually found, but the missing human thread has an inevitable impact. The integration of technology in our everyday world is “the way things are moving”. We cannot assume that all technology is good or bad for business.

Again, join us to learn how to move with the times, but still hold on to the successes of the past. Reservations are always required but first time facility managers are always free. Register and pay by credit card online at www.fmanm.com. Cost for members is $30.00 and non-members pay $35.00.

Welcome Our New Board Members!

Mary Archuleta with Relevant Solutions has been involved in HVAC and building controls for 25 years and has experienced everything from the demanding Sandia Laboratories contracts to the worldwide reach of Johnson Controls. In her own words, “I love the importance of the mission that the Facility Manager Association promotes, helping students with technical scholarships join our community. Just being a part of this team that brings this to our community through education and also the fun activities that FMA supports—golf, baseball, the October trade show—is an amazing opportunity for me. I hope to be able to introduce many of my customers to this exciting group and look forward to contributing to this team which has already accomplished so much good!”

Kellie Gleaton with StaffingSolutions/ResourceMFG is a 2013 graduate of the University of New Mexico. She has volunteered at the FMA golf tournament for the last 5 years and has assisted at the annual FAB O&M Show for as long. She is a staff performance manager for her company and works onsite for one of the Albuquerque’s biggest manufacturing clients where she over sees recruitment, onboarding, payroll and employee relations for contract employees. “I look forward to encouraging other facility managers to take advantage of membership in FMA for their own professional development, as well for the opportunity along the way to help add money to the scholarships at UNM and CNM which are so very important.”
As a Facility Manager, I have come to learn that tools and qualified staff are critical to the process of maintaining a facility in good working order. Our days are filled with all sorts of tasks and issues to deal with, making each day challenging and unique. Problem solving, paying invoices, prioritizing work, purchasing supplies, working with vendors, providing customer service and managing technical staff are just a few of the tasks that come immediately to mind. Weather issues, emergencies and disasters can dramatically change the course of our day in a heartbeat!

As a Facility Manager for over twenty-four years, I have discovered that your people help pull you through to get the job done, effectively and efficiently. In order to manage a facility, many sorts of individuals with various skills and abilities are necessary. Trades people, engineers, architects, contractors, suppliers and vendors are all part of the maintenance and operations process. It is so important to develop relationships with these folks, and preferably before “the rubber meets the road”. These people, found in many industries and trades, are critical to your success, because you never know when you will need to call upon their expertise. Groups such as the Facility Manager Association of New Mexico are vitally important to help a Facility Manager develop these relationships. I urge all fellow Facility Managers to find time to become a part of the wonderful networking community afforded us all by FMANM.

As the Vice President of FMANM, I sincerely welcome you all to come together in order to help sustain and maintain our New Mexico facilities! FMANM can aid us all to become better at what we do and in the process, we can help grow our industries by helping grow talent at CNM and UNM. We all need the “HUMAN TOUCH”!

Selby L. Lucero, RA
Facility Manager
Sandia Laboratory Federal Credit Union

FMANM Vision Statement: Establish and implement an organization to promote education, information, solutions and opportunities associated with the operations, maintenance, and sustainability of facilities.

Upcoming Events Calendar 2016

Wednesday, February 17th
7:00 am, Garduno’s Uptown
The Human vs the Internet Touch—Business Pros and Cons

Wednesday, March 16th
7:00 am, Garduno’s Uptown
How School Facilities Impact Education

Saturday, April 16th
2nd Annual Poker Run and Car & Bike Show

FMANM 2016 Membership List

Access Technologies • Ace Asphalt • Advantage Security
Air Management Services • Albuquerque Business First
Albuquerque Public Schools/Operations Dept
All American Moving Services • Alvarado Management Ltd.
Amerind Risk Management Corp.
American Restoration Water and Fire LLC
Armour Pavement • Ashcraft Mechanical • Baptist Convention of NM
Beaudin Ganze Consulting Engineers
Blue Cross Blue Shield of NM • Bob’s Painting
Brian McPartlon Roofing LLC
Business Environments • Carnes & Company • CB Richard Ellis
ChemSearch • City of Albuquerque/Airport Dept
CNM/ School of Applied Technologies • Coronado Center
Coronado Paint & Decorating Inc.
Crenshaw Consulting Group • Cutting Edge Painting
Dahl Plumbing Supply • D&H Petroleum and Environmental Services
Employmbridge/Staffing Solutions • Enermoc • eKore
EverGuard Roofing & Solar • Furniture Medic by Bespoke Restoration
Gary Stevens LLC • Greer Enterprises
Hidden Treasure Hard Surface Restoration, Inc • Honeywell DAS
IEC Electronics • Indian Health Service
Industrial Water Engineering • Innovative Moving Systems
Institute of American Indian Art • IntaWorks, Inc.
Integrated Control Systems • Jan-Pro of NM, Inc. • Jones Lang LaSalle
K&M Enterprises • K&R Enterprises/Advanced Mailing
Kinetic Improvement • Klinger Constructors
Ladera Engineering • La Vida Llena
Route 66 Casino/Laguna Development Corporation
Lovelace Respiratory Research Institute
Maintenance Service Systems • Matheson-TriGas Inc.
Mike’s Quality Painting • Morrison Supply Co • Mountain Vector
Moving Solutions • National Dance Institute of NM • National Roofing
Network Communications Integrated
State of NM/Building Services Division
NUSENDA Credit Union • New Mexico Gas Co.
New Water Innovations • Otis Elevator and Escalator • Otter Pops, Inc.
Overhead Door Co. • Paul Davis Restoration and Remodeling
Planet Forward LLC • PMI • Pop a Lock of Albuquerque
Prime Therapeutics Inc. • Professional Business Systems, Inc.
Progressive Roofing • Pure Water SolutionsQuail Run Association
R.E. Michel Company, Inc. • RoofCARE
Sandia Laboratory Federal Credit Union • Sandia Resort & Casino
Sandoval County Public Works • Santa Fe Community College
Schaeffer’s Specialized Lubricants • Schindler Elevator • SDV Construction
ServiceMaster Performance • Servicon Inc. • Servicon Systems
ServPro of NE Albuquerque • ServPro of Northwest Albuquerque
ServPro of Rio Rancho/Sandoval County • Sherwin-Williams Paint Co.
Simplex Grinnell • SMI/Albuquerque Convention Center
SMI Facility Services • Southwest Infrared Services Inc.
State of NM/Building Services Division
Steamatic of Albuquerque and Santa Fe • Summit Painting
Sunland Asphalt • SW Asset Management
The Johnston Company Inc. • Thyssen Krupp Elevator
TLC Plumbing and Utility • Tremco • Travers Mechanical Services
TP Pump • Tux Window Cleaning Ltd.
University of New Mexico • Upland Corporation • Voss Lighting
Western States Fire Protection • Williamson Restoration
Wilson Mohr Inc. • Windsor Door Sales • Wisco Supply
Yearout Mechanical Service, LLC • Zia Rising Management
New Member:
Cort Furniture

Special thanks to our Corporate Members in bold
2nd Annual Poker Run and Car/Bike Show

Saturday, April 16th, 2016: Get Ready to Roll!

The Facility Manager Association of New Mexico does it again! On Saturday morning, April 16th, 2016, the rubber will hit the road as we ride and drive to raise funds for our scholarships at UNM and CNM in a fun and interactive event.

What is a Poker Run?
Quite simply, it is a type of road rally where participants start at a common point and then travel to several additional intermediate destinations, finishing at a predetermined destination within a specified period of time. Along the route, participants draw cards and subsequently are awarded prizes for the best (or worst) hands as they arrive at the final stop. To top that, how about a Car and Bike Show to showcase that piece of rolling art that you have invested so much in? Let’s do it! Vote for yourself to win! All money raised supports our scholarship funds.

Who:
Members and guests of FMANM are invited to attend but the community in general, family and friends are all encouraged to participate. This fundraiser is open to all driver’s license-holding bike and car enthusiasts. All makes and models from Hondas to Harleys and Mercedes to Mack are invited to participate. Variety is the spice of life! Roll out your restored classic or new 2016 Camaro! Everyone is welcome; put the kids in the convertible and join us.

Cost:
Your first hand is $30.00; subsequent additional hands cost $10.00 each. Entry into the Car and Bike Show is included. To vote for a vehicle in the Show, you may purchase tickets for $1.00 each; money raised goes towards the scholarship funds at UNM and CNM. Poker hand awards for high, 2nd and 3rd will be awarded as will prizes for the Car and Bike Show.

Want to help?
Contact Carolee to man (or woman) a table at a checkpoint. Help me register folks at the beginning, work a check in point, or help access the hands at the finish or collect tickets for Car and Bike Show votes. Let me know what you can add. Get ready to roll for a great cause. See you in April!

When:
Saturday morning, April 16, 2016. First vehicle out at 10 am; last vehicle out by 11 am. Final destination must be reached by 1 pm. The rally is not about speed: safe riding and driving are key. Riders and drivers may take any route they chose between stops and may make the checkpoints in any order, but they must be at the end of the run to check in by 1 pm.

Where:
Start at The Hotel Cascada, 2500 Carlisle Blvd., Albuquerque, NM, to register and receive the map of the stops. Intermediate stops are being determined but will stay within the city limits.
Members and guests of the Facility Manager Association of New Mexico gathered in January to hear information on personal safety both on and off the job from the Savvy Shooter’s Twila Donaldson. Self-protection and awareness of one’s surroundings dominated the interactive dialogue as attendees weighed in and shared their views on concealed carry, active shooter strategies for facilities, and the “refuse to be a victim” mind set.

“The message here is that society has changed and only good guys with guns can stop bad guys with guns,” she said. “Being prepared and being comfortable with a firearm is a good place to start. Proper training from someone who understands your goals is essential.” Beyond firearms protection, she also talked about techniques for self-defense that almost anyone can implement.

FMANM President Tom Plummer shared his experiences in taking his daughters to training for firearms safety. “Not only is shooting a great family sport, obviously it is a skill which provides a level of confidence which could come in handy”, he said. “Better to be prepared!”

Personal Safety and Firearms Training Discussed at January Meeting
Make reservations now to join the Facility Manager Association of New Mexico to hear important information on technology vs the human touch. You must rsvp by 5:00 pm on Monday, February 15th, to be included. Please visit www.fmanm.com to register online. Credit cards accepted.

When: Wednesday, February 17th, 2016, at 7:00 am
(Arrive early for coffee and connections)

Where: Garduno’s Uptown
2100 Louisiana Boulevard NE
Albuquerque, NM (505) 880-0055

Cost: $30 to Members
$35 to Non-Members

Join us for a Southwestern style breakfast buffet!