

Building an Organization of Trust by Rachel Stone

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Recently, several PPD managers and supervisors attended the UNM Employee Organizational Development (EOD) course titled “The Speed of Trust,” a Stephen M.R. Covey course based on his book *The Speed of Trust: The one thing that changes everything*. One of the most notable things Covey suggested in the course was “The ability to create trust is the single most critical leadership competency for leaders today, and creating it is a learnable skill.” Every one of us at PPD can be a leader, and an effective one at that, if we can create trust among us.

There was a recent example within PPD that exemplifies all that Covey conveys in this course. Jeremy Martinez received the September PPD All Star Award and a \$20 LoboCa\$h card for his dedication to fix the University Stadium light poles. His colleagues, the electrical group in Area 1, were instrumental in helping with this project too, but they were not selected for the award. After Jeremy received his award, he willingly and thoughtfully gave his LoboCa\$h to the electrical crew because he felt that his colleagues deserved the recognition too. They all were able to use the card to buy coffee or burritos until the LoboCa\$h card was used up.

These electricians demonstrated an “action” or “behavior” described by Covey that is essential in creating trust between people and organizations: show loyalty. Covey said the following are the 13 behaviors of “high-trust” leaders:

- Talk straight
- Demonstrate respect
- Create transparency
- Right wrongs
- Show loyalty
- Deliver results
- Get better
- Confront reality
- Clarify expectations
- Practice accountability
- Listen first
- Keep commitments
- Extend trust



Many of us interact every day with people we already trust. But, what about the folks we don’t trust? Don’t we interact with them too? Remembering the behaviors listed above is a good way to start establishing our organization of trust. Don’t we all want to trust the ones we work with, our supervisors, our leadership? The only way to start is with you. You have to decide to “show loyalty.” You have to want to “listen first.” You have to take the risk and “extend trust” in order to receive it. We are a family, PPD, and together we can create the organization that we want to have, but only if we work together and trust.

PPD Safety Committee delivers three Safety Awards

There were three safety awards given this month for recognizing, reporting, and/or correcting safety hazards found on campus. Each award winner will receive 8 hours of leave in recognition for their efforts in keeping our campus safe. If you'd like to nominate a PPD employee for a safety award, please click below:

[PPD Safety Award Nomination Form](#)

[Premio de Seguridad de PPD](#)

Congratulations to all of you! You're all "One Safe Lobo!"



Cody Alvstad, gardener in PPD Grounds & Landscaping, won the safety award because there was a mechanical box in the sidewalk that was open, leaving a tripping hazard. Alvstad called Willie West and Ford Utilities to fix the metal grate. Until the repairs could be made, he installed a barrier to ensure the safety of passersby. Great job, Cody!!



Jeri Martinov, master gardener in PPD Grounds & Landscaping, won the safety award because a metal lid was sticking up on the northeast corner of the Anthropology building due to bolts rotting away. The metal lid posed a serious tripping hazard for pedestrians. Martinov placed a barricade over the edge of the lid that was sticking up, then placed a work order to Area 4 maintenance for repairs. Great job, Jeri!!



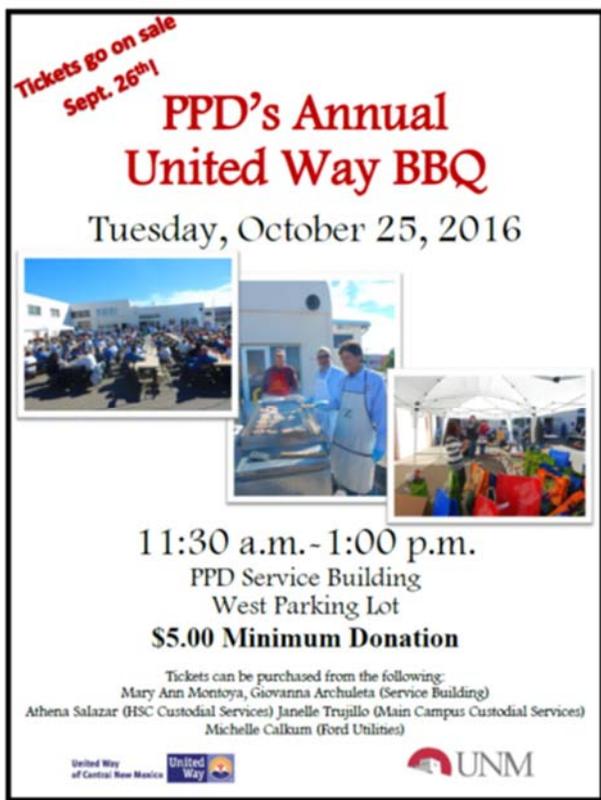
Diego Roybal, irrigation tech in PPD Grounds & Landscaping, won the Safety Award because he discovered a lid missing from the traffic signal control box located at University Blvd. and Central Ave. Roybal immediately placed an orange cone next to the box, and noticed a City of Albuquerque (COA) crew working nearby then spoke to them about the safety hazard. The COA crew assured Roybal they would quickly replace the cover on the traffic signal control box. Great job, Diego!!

PPD's Annual United Way BBQ

The UNM United Way campaign (UNM Gives Campaign) is officially underway, and PPD is hosting its annual United Way BBQ on Tuesday, October 25th from 11:30am - 1:00 pm at the Service Building (Bldg. 204). Your \$5.00 minimum donation will enter you into the raffle, and also a delicious lunch: hamburger or hot dog, chips, drink, and dessert. The deadline to purchase tickets is Friday, October 21st.

Many of PPD's business partners make donations in the form of food and prizes. This year Professional Equipment Repair has donated a bike for the raffle!!!! We hope you can join us to support the United Way.

There have been some changes implemented this year at UNM, so if you are a consistent giver to the United Way through a payroll deduction, please visit <http://unmgives.unm.edu/> for more information.



Professional Equipment Repair donated this bike for PPD's United Way BBQ raffle. Photo provided by Juan Garcia

Rocky Mountain APPA awards scholarship to PPD employee

Congratulations to Gonzalo Ojeda, university facilities engineer, with PPD Utilities! Gonzalo was awarded a \$1000 scholarship to the next Rocky Mountain APPA (RMA) annual meeting in Jackson Hole, Wyoming next year. Congratulations, Gonzalo!

For more information about the RMA and available scholarships, visit rma.appa.org.



Gonzalo Ojeda smiles after hearing the news about his scholarship. Credit: Rachel Stone

Albuquerque Rapid Transit (ART) construction begins

The University of New Mexico (UNM) has been informed that the Albuquerque Rapid Transit (ART) project will begin construction at the intersection of Central Ave. and University Blvd., as well as Central Ave. between Girard and Stanford. On Monday, October 17, construction crews began removing the medians in the area while maintaining at least one traffic lane in all directions. UNM is advising the campus community to avoid this area or allow for extra time while commuting along Central Ave.

Bradbury Stamm recently announced a complete list of areas where construction is to begin throughout the ART Construction Corridor beginning October 17th:

- The north side of the street between Cedar and Ash
- The intersection at University & Central, removing the median
- Median removal between Stanford and Girard
- Median removal between Wellesley and Carlisle
- Median removal between Washington and Monroe

For more information about the ART project, please visit <http://www.brtabq.com/>



UNM Green Fund Application deadline is November 3rd

The Green Fund is supported by student fees and can be used to fund projects or initiatives both educational and infrastructural for The University of New Mexico campus and community. This funding is meant to encourage and foster long term sustainability of The University of New Mexico as both a physical place and as an intellectual community.

For information about the evaluation and criteria along with the application, go to <http://sustainability.unm.edu/greenfund.html>

The UNM Green Fund is accepting applications through November 3rd at 5:00pm. Submit applications to lobosust@unm.edu.

Please call 505-277-1142 if you have any questions.



UNM HR Benefits Department's Retirement Training

HR Benefits Department recently posted a three-part series of online modules covering the following UNM retirement topics:

- Comparison of ERB and ARP retirement plans
- The UNM Retirement Process
- UNM Post-Retirement Benefits for VEBA vs. non-VEBA participants
- Pre-65 vs. 65+ Post Retirement Benefits
- How UNM Retiree's costs for Benefits is calculated, including examples

This important new resource is designed to help UNM employees considering retirement. The modules are available [on the HR website](#) and are coming soon to Learning Central. This series was developed in response to increased demand for the instructor-led classes "UNM Retirement Process - An Overview" and "I Want To Retire Now." HR will continue to offer the instructor-led version of these classes.

For more information and to watch the Retirement Modules, visit:

<https://hr.unm.edu/retirement/classes>

Kudos

Good morning:

Just a quick note to say how much I appreciate Juan Quesada and his team (Graciela Hernandez and Monique Barela) with HSC Custodial. As an assessment and testing center, the IHSC (DomNE, 200-N-C) sometimes has strange needs and is beginning to have more weekend events. The HSC Custodial team are quick, effective, friendly and always professional. Thank you for the excellent service given, day in and day out.

Kudos to the HSC Custodial Team!

Respectfully,
Beth Mercer
IHSC Program Specialist

Email "thanks" to Willie West, Jessica Regensberg, and Juan Garcia:

I wanted to thank all of you for coming together so quickly for the event today (campus rally where Senator Bernie Sanders spoke). Everyone did a great job and the event went off as smoothly as possible. Which is amazing considering the short turnaround time. This is when I think the University is at its best; when we all come together and work as a team to accomplish a goal.

It is a pleasure to work with each of you.

Debbie Morris
Director of UNM Student Activities

HSC Custodial customer survey feedback from TMA:

I was surprised the team showed up in less than 2 hours after I submitted a request. They did an excellent job! ~ Jin Wu

Hi Jessica (Regensberg),

I just want to commend the professionalism your two Movers (Nick Royle and Kevin De Leon) showed while doing the moving job at Hope. It was difficult to move the refrigerator out of a small space and they were very, very patient. They handled the situation with professionalism and were respectful. You have two very good employees and they know how to do their job.

Thank you for providing your moving service.

Lee Fernando

PPD Temp to Regular

Please congratulate the following employees on moving from temporary employees to regular, full-time employees of the Physical Plant Department:

- Arturo Carrillo, custodian, Main Campus Custodial Services
- Hilda Galvan, custodian, Main Campus Custodial Services
- David Rogers, custodian, Main Campus Custodial Services
- Lidia Tovar-Hernandez, custodian, Mani Campus Custodial Services

Welcome to PPD

Please welcome Christine Maher to PPD Area 4! She is the new Expediter in this Area, and began her new position on October 15, 2016. Welcome to PPD, Christine!

Please welcome Ethan Sanchez to PPD Utilities! He is the new Utility Plant Tech (pre-cert), and began his new position on October 10, 2015. Welcome to PPD, Ethan!

PPD Promotions

Please congratulate Gerald Chavez on his promotion! Gerald was a Facilities Services Tech in Area 4, and is now a Structural Tech 2 in Area 4. He began his new position on October 1, 2016. Congratulations, Gerald!

PPD New Employee Orientation

Attention managers and supervisors! PPD's next New Employee Orientation (NEO) is scheduled for Thursday, October 27, 2016. This session will be held in the Service Building Training Room 122 from 8:30-10:00am. Rachel Stone will be sending specific employee invitations to the Area managers this week. If you have any questions, please contact Rachel Stone at racheld@unm.edu or 505-277-7831.



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The Physical Plant Department's mission is to consistently deliver effective programs and efficient facility service based on sustainable and collaborative outcome aligned with The University of New Mexico's core mission.

The Physical Plant Department's vision is that our community, state, and national peers will recognize The University of New Mexico's Physical Plant Department as a leader in campus sustainability and facilities stewardship.