

**“Rules of the Road”
Session 3.08 - FM Technology Users Forum
World Workplace 2009**

- **Divide into groups.** Please avoid having more than one person from the same company or organization in each group.
- **Brief introductions.** At the beginning of the small group discussion session, everyone should **very briefly** introduce himself or herself – *name, company, applications implemented or wanted, information desired*. If you are a contractor/vendor, describe your specialty. Be ruthless about being brief—15-20 seconds each; this exercise is to facilitate the discussion, not be the focus.
- **Select a "scribe" for your group.** This role is critical to successfully accomplishing the desired knowledge transfer and the assignment's importance must be taken seriously by the person volunteering for the position. The scribe will be responsible for clearly documenting the group's discussion for sharing with the entire group at the end of the session and transmitting the notes to Peter Kimmel for posting on FMLink within two weeks after the session. The scribe must share his/her e-mail address and phone number with Peter before leaving today. This person does not necessarily need to be the one who does the actual presentation to the entire group at the end of this session.
- **Suggested concepts** to address include (for each technology topic):
 - o Needs analysis techniques (very briefly)
 - o Software selection (very briefly)
 - o Implementation tips
 - o *Utilization of automation (this should be focus)*
 - o Value added
 - o Lessons learned
- Concepts to avoid (unless these are the agreed upon focus of the group). Cost-benefit analysis, dollar savings, ROI, etc. (each of these can take up an entire session or more...).
- **Please, no side discussions or sales pitches!** Side discussions are distracting and discourteous to the group. If it is worth discussing, it is worth sharing with the group. Sales pitches are against IFMA's rules.
- **Do not focus on specific brands of software;** mention if necessary, but the brand is not what is important here.
- **Let every member of the group participate** in the discussion. Recognize that everyone has something to contribute and don't be intimidated by the apparent expertise of others in the group. We're all here to learn from each other.
- **Stay focused and use your time wisely;** the session's time allotment will go by unbelievably quickly.
- **Exchange business cards;** the best resource for information is each other.
- **Have fun!** Make sure your questions get addressed.
- Fill out the **session evaluation** and turn it in to the moderator.
- When you get home, go to **FM Forum** (www.fmforum.org) to start and participate in a follow-on discussion.
- Check <http://www.fmlink.com/AEC-SFP/WorldWorkplace2009.htm> for **session notes** in 6-8 weeks; if you have any questions about what is written, contact Peter: peterk@fmlink.com or 301-365-1600. If you want to receive an e-mail to notify you when the notes are posted, give your business card to Peter at the end of the session; be sure to write "Session Notes" on the back of the card.