

*MESSAGE FROM THE PRESIDENT*

Greetings to you all. I wanted to take a few moments to reflect on the winter that seems to fit the bill of being "Like in the Old Days" in reference to cold, wind, snow and duration. We have stressed the budget with the snow removal and we are ready to slide on into spring. That's one good thing about Kansas having all 4 seasons I suppose. Sometimes they seem to all hit in the same week.

Our program committee team members have spent a lot of time working on the spring conference and lined up a well rounded group of speakers that can help us with our challenges. I believe we can all take information back that benefits our facilities. I hope you can help your administrators see how beneficial the conference is and to continue to support your attendance.

With spring we will be thinking of our facilities with the annual bugs and birds that are sure to come. It's a good thing we are out of the 13 and 17 year Cicadas life cycle and just the normal spring animals. I chuckle as I reflect back to a director running into the employee entrance waving frantically after she notice the hungry bee that really loved her new floral blouse. Or the overly protective male Great-tailed Grackle that was nesting in the trees by the sidewalks of our complex. They would dive-bomb unsuspecting people as they passed. They really like the color red for some reason and there was a little bloodshed with the pesky peckers. Wow they can really maneuver in flight.

The threat of thunderstorms, flash flooding and tornadoes are ever present as we look at our Emergency Management procedures with all the recent changes and working within our communities.

Every season brings us a fair amount of challenges we must manage. I would ask that you take a moment to send us a few questions that challenge you and your facility for the round table discussion's so we can prepare a few topics of interest or concerns.

I look forward to seeing you all at the conference as we grow our friendships, expand our knowledge and grow the organization.

Have a blessed day,





**KHEA 2019 SPRING CONFERENCE  
APRIL 10-11, 2019  
Hilton Garden Inn  
3320 S. 9<sup>th</sup> Salina KS  
Tuesday, April 9<sup>th</sup>**

9:30am GOLF @ Salina Municipal Golf Course

**Wednesday, April 10<sup>th</sup>**

7:30am Registration  
8:00am Welcome/Introductions  
8:15am Jeff Crank & Tim Kongs  
11:00am Rick Jennings  
1:00pm Nelson Warthan

**Thursday, April 11<sup>th</sup>**

7:30am Norbert Flax  
8:30am Mike Stallbaumer  
8:45am Corky Bishop  
10:00am Mark Bensen  
11:00am Susan Runyon  
1:00pm David Baker



*Upcoming Important Dates!!*

Spring Conference/Golf in Salina April 9-11  
Summer golf in Salina June 12  
Fall Conference/Golf Sept in Manhattan 17-19  
Spring 2020 Conference/Golf in Wichita April 28-30  
Region 8 Conference in St Charles on Oct 23-25



**2019 KHEA STAR VENDORS**

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DCS Services  
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Foley Power Solutions  
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Restoration Company  
Murray Company  
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RamAir  
Roofmasters Roofing & Sheet Metal Company  
The Garland Company  
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Please register by e-mailing Jonathon at [jppoering@trane.com](mailto:jppoering@trane.com) or by phone at 316-265-9655.



*Scholarship Opportunity!!*

*Do you think Social Media should be used within the workforce?*

## Thinking Skills: How to Solve a Problem

Most people regard problems as a problem in the belief that it is better to be on a calm sea in life than a stormy one. But calm seas don't take you far while stormy seas do. If we can change our attitude towards a "problem" from something to be feared and quickly sorted to something to be welcomed and enjoyed, we will not only fare better as problem-solvers but get somewhere better into the bargain.

### 1. Dealing with Problems

It is a uniquely Western trait to see a difficulty as a threat, and consequently panic or become angry when a problem arises. In Eastern cultures, problems are equated with opportunities to move forward. In Chinese, the symbol for a crisis is the same symbol as that for "crossroads". Consider different ways you respond to problems:

- do you seek out problems or pretend none exist?
- do you stare a problem in the face or look for easy answers?
- do you relish dealing with problems or get frustrated and give up?

When we have a problem in our lives, it's like a signal that something better is possible. It's an opportunity to exchange the old for the new. It's our chance to do what we, as human beings, are good at: finding solutions, being creative, moving things forward. As Richard Bach said, "There is no such thing as a problem without a gift for you in its hand."

### 2. The Problem with Problems

People usually respond to a problem in one of 3 ways:

1. they get uncomfortable and wish it would go away
2. they feel they have to come up with an immediate, and correct, answer
3. they look for someone or something to blame.

Most of us find facing a problem a problem. We think something bad is going to happen. The goal of any problem-solving process is to make us competent to handle the conflict between a situation that is unsatisfactory and the change that we want to happen. So, the first stage in successful problem-solving is an attitude of confidence in your ability to resolve it.

"How you look at a situation is very important

for how you think about a problem may defeat you before you ever do anything about it. When you get discouraged or depressed, try changing your attitude from negative to positive and see how life can change for you. Remember, your attitude toward a situation can help you change it. You create the very atmosphere for defeat or victory." (Franco Harris)

### 3. Take Your Time

Tim Hicks, founder of mediation business consultants Connexus, says that people are born problem-solvers but don't realise it. Our fear of conflict means we rush into solving problems when it is infinitely better to take our time. By being patient, we are willing to put the solution at the end of the process rather than at the beginning. It also means being willing to live with "life unresolved", not always a comfortable thing to do. Hicks says a problem is like a curve in the road where we can't see the straight road ahead. Take the bend too fast and you'll come a cropper. Slow down and you'll make it fine.

The next time you have a problem, don't panic. Don't feel you have to fix it at once. Don't feel bad that you have a problem in the first place. Don't fear that it will never be solved. Instead, be quietly pleased. Embrace both the present unsatisfactory situation and the change that you want. Then take your time and watch as the solution slowly unfolds.

## MEET YOUR BOARD MEMBERS

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