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PRODUCT- PROCESS- PEOPLE:

The Principles of High-Performance Management



By William A. Daigneau

“*In management, becoming a good or great manager really is a matter of learning on the job. Why? Because in the field of management, there is no one set of principles that leads to great results if applied consistently, as you'll find in the physical sciences.*

Thus began my quest to discover the laws of management—to find principles similar to the laws of physics—that when consistently applied would lead organizations to great success. Principles that were understandable and could be applied by anyone. If such principles existed, then anyone could lead a business or an organization and achieve exceptional results without wasted effort and inefficiency.


The reason why most management theories don't work is because they don't connect the dots. This book is an attempt to do so.



Bill Daigneau is a Colorado-based consultant and writer who retired in 2012 from the University of Texas MD Anderson Cancer Center in Houston, Texas, where he served as vice president and chief facilities officer. He is an APPA Fellow and a four-time recipient of APPA's Rex Dillow Award for Outstanding Article.



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Getting the Most Out of Meeting Your Business Partners at the Hall of Resources

By Daniel Barlup

Navigating the Hall of Resources like a pro is one of my favorite parts of our annual meetings. I believe that the most valuable resource our organization has are our business partners. I have had the opportunity to attend many shows, and I always look forward to walking into the hall and meeting new business partners, as well as visiting those I have known for years. I was lucky to have great mentors who taught me how to build great relationships. I find it so interesting to walk around and engage with everyone, even if it really has no relevance to my specific duties.

Here is how I like to approach a hall full of business partners . . .

GETTING A GOOD START

I like to have a plan. So when I walk in, the first thing I do is review the show attendee list and circle the booths that I definitely need to visit, and think about what topics I want to discuss there. Both your time and their time is very limited, so try to stick to specific topics and don't be afraid to ask, "Can we continue this discussion after the conference?"

These folks are typically experts in their fields, so don't be afraid to listen and learn about what they have to sell or represent. I really enjoy learning about new technologies in my field, and recently was shown how to use virtual reality glasses to review a project. The presentation was great, and we ended up using it not long after the presentation was over.

I'm not a big fan of picking up books or flyers, however, as this is against what our organization

promotes for sustainability. So, I usually ask that more information be emailed to me (or a link sent) so I can pull it up again at a later date.

MAKE THE ROUNDS—MORE THAN ONCE

After I have met with the companies I definitely wanted to get to, I always make it a point to cover the entire hall at least once, and see if there is something new to discover. I always find new and interesting things that someone else at my organization might find interesting. If that happens, I stop and give them the name of the person whom they should contact. They always appreciate the referral, and my colleagues at work appreciate the new information as well.

EVERYONE BENEFITS

The net rewards for spending a few hours in the Hall of Resources have helped me throughout my career, and will continue to do so. I have built many relationships that have been beneficial to my institution—and to the business partners I have met as well.

So the next time you see me walking around the hall, please say hello—I would be happy to introduce you to some of the friends I've made while exploring the booths. ☺

Daniel Barlup is supervisor of utilities at the Office of Physical Plant at Penn State Harrisburg, in Middletown, PA. He can be reached at stooks@geneseo.edu. This is his first article for *Facilities Manager*.