

History of GVSU

The Maintenance Dept.

Evolution of the Contagious Principles

Our Experience

Take Aways

Q & A



History

1960 - Board of Control
Selected

1961 - Fund Raising
Goal

1962 - Groundbreaking

1963 - Classes Begin

1969 - Pres. Lubbers
Hired

(Served for 32 years)

2002 - Surpassed 20,000
students

2017 - 25,460 Students



Pioneer Class in 1963

ENROLLMENT: 225



2016/17 Enrollment 25,460

Grand Valley
State
Today

Watch Now!



GVSU Maintenance Department



Maintenance Supervisor

**Jeff Marcinkowski,
(2012-Present)**



Maintenance Supervisor

**Rence Meredith
(2011-Present)**

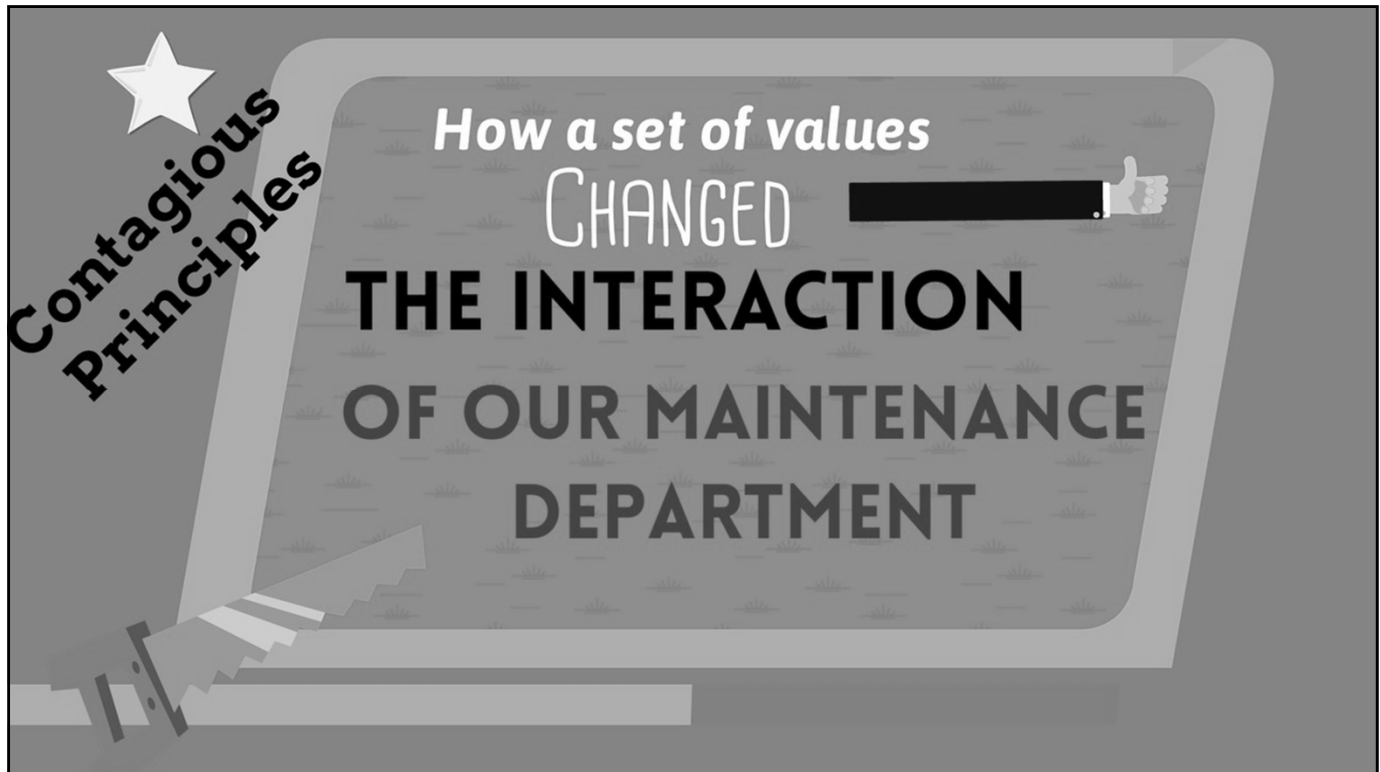


Let's talk about our
department
breakdown



GVSU Maintenance Department





A black and white portrait of a man with short, light-colored hair, smiling. He is wearing a light-colored, checkered button-down shirt. The portrait is on the left side of a larger gray rectangular area.

#1

Dave Feenstra

-Former maintenance supervisor at GVSU
-Envisioned a process of communication and collaboration
-Aspired to create a team atmosphere

Components of the Contagious Principles

1

CREATE INTER-
DEPARTMENT
CONNECTIONS

4

INSTILL TRUST IN
THE WORK PLACE

2

BREAK DOWN INTERNAL
BARRIERS

5

[ACCURATE]
COMMUNICATION

3

CREATE & PROVIDE
VALUE

6

ENCOURAGE ACTIVE
PARTICIPATION

We turned Dave's vision into

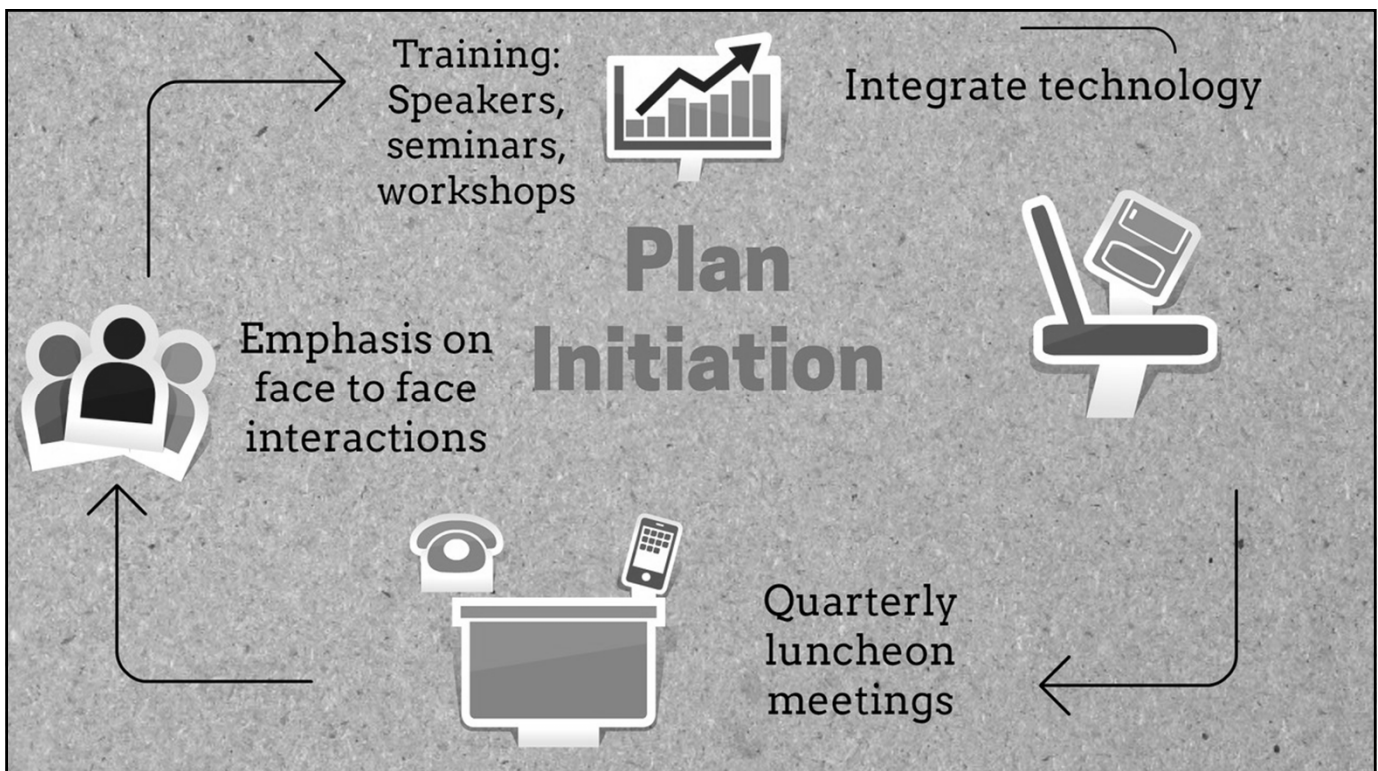
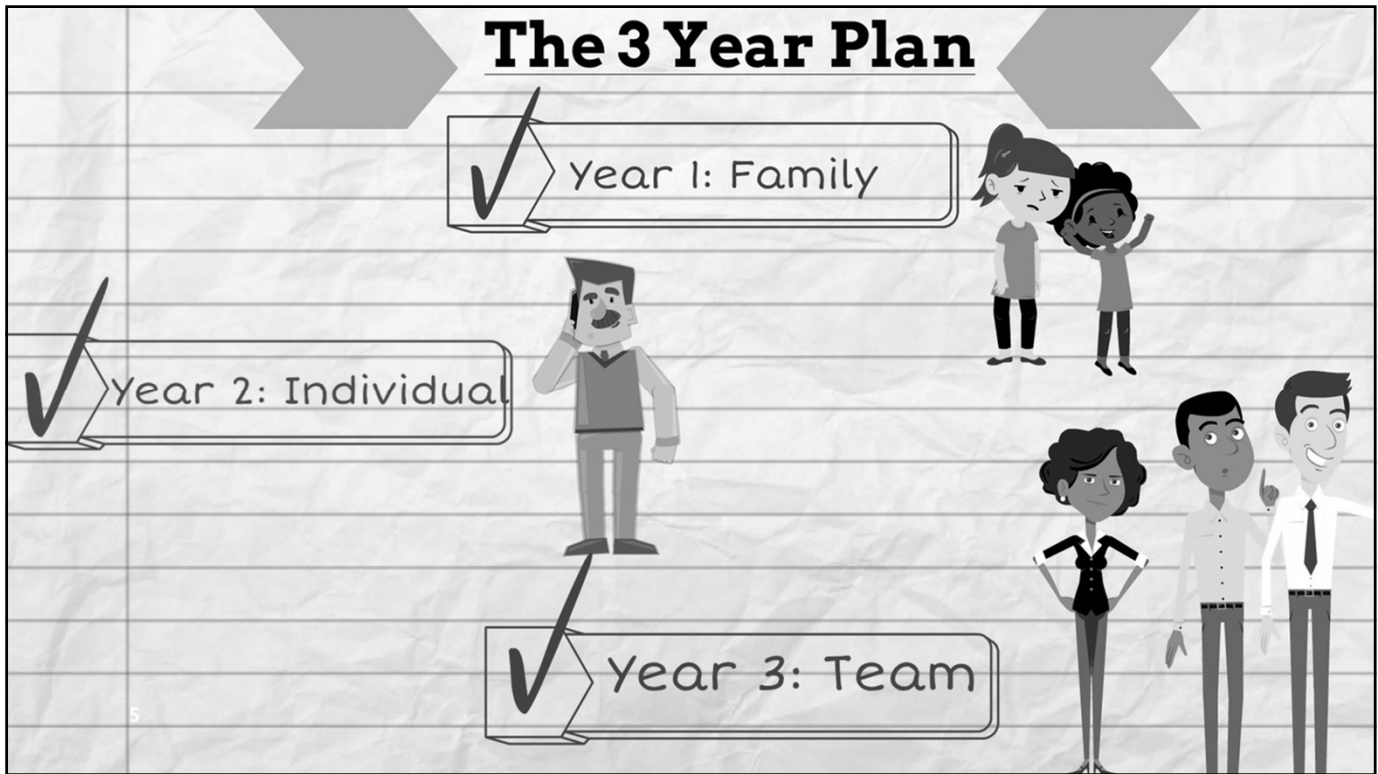
A Three Year Program

FOCUS:


& **collaboration**

Personal development





PROGRAM OBJECTIVES

- 
- *Increase communication with employees & family
 - * Actively participate in overall function of Facilities Services
 - *Become more engaged in problem solving
 - *Improve customer service skills
 - *Connecting staff to one another and families on an emotional, intellectual and spiritual level


Year 1: The Family

VISION: When things are good at home, staff bring fewer problems to work


COMMITMENT: To family- Reinforce things everyone may know, expand on topics, review GVSU policies that promote home life

CONCENTRATION: Relational engagement, relational legacy, relational discernment

CUSTOMER SERVICE: Birth to end of life issues



Year 2: The Individual



VISION: If the individual is healthy in mind, body, & spirit, he/she will be more productive

COMMITMENT: To self- Positive actions and communication to get along with coworkers

CUSTOMER SERVICE: What can you do that will benefit the work of others?

CONCENTRATION: Health, wellness, & faith



Year 3: The Team



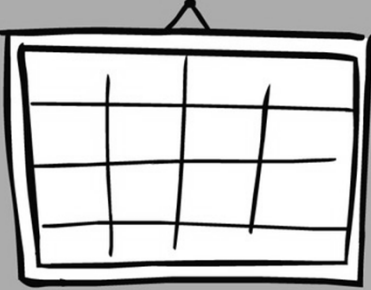
VISION: Bring all elements of the family and the individual together to create a team

COMMITMENT: To the collective- Unify all facility departments into one group

CUSTOMER SERVICE: Ask more valuable questions


CONCENTRATION: Team-building, cooperation/collaboration, creating a collective

RESULTS



- Increased interest on projects
- Quality of meetings
- Stress reduction
- Productivity
- Increased worker satisfaction
- Collaboration on projects
- More humor & laughing
- Higher level of trust

Increased Interactions:
face to face, emails,
phone calls



The most important outcome...



RECRUITMENT + RETENTION

Overall better feeling of purpose and connection to the mission of GVSU

