

Building Trust in Educational Facilities Management October 20, 2022

Noelle Mykolenko, Chief Executive Officer



I am passionate about growth – for people and in business – and have experienced first-hand that trusted relationships powerfully accelerate the achievement of both personal and business goals.

When I first attended a workshop by Charlie Green and Trusted Advisor Associates, more than ten years ago, I couldn't comprehend the vast power of trust in professional relationships – to deliver better results, increase sales and improve organizational performance.

For most of my career, I was a consultant and business leader who sold, managed, and delivered complex business solutions in multiple industries. I held director-level roles in business development, marketing, and client development at a Fortune 200 IT company. I've been on both sides of the desk: selling ideas, solutions, and services to clients, and being the one who was "sold to."

As a client of Trusted Advisor Associates, I experienced how being a trusted advisor improves customer satisfaction and loyalty, enables vast account expansion, and increases employee engagement and business growth.

Today, as CEO of Trusted Advisor Associates, my goal is to help other professionals and organizations achieve similar gains through improved client focus and trust.

Based in metropolitan Washington, DC, I have an MBA from UVA's Darden Graduate School of Business, and bachelor's degrees in Business Administration and French.

I have worked with Trusted Advisor Associates since 2009. Among the greatest joys of my life is the opportunity to work every day with people who are committed to building trust.

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BACKGROUND

Since the pandemic, facilities managers and industry partners have been stretched thin. Accommodating virtual classes, managing campus and facilities access, and cleaning have been top priorities for keeping students, faculty, and staff safe and healthy. But worker call-outs and turnover and supply shortages tax facilities systems. And the people are at least as stressed as the systems.

In times of uncertainty, strong trust relationships can act like grease in the gears, keeping the systems working smoothly. And a lack of trust does the opposite: progress grinds to a halt as bureaucracy kicks in, we endure micromanagement and over-verification of tasks, and relationships become strained, often to the breaking point.

The NJAPPA fall conference presents a unique opportunity to discuss building trust with education facilities managers and business partners in the same room. **Trusted Advisor** can help individuals learn how to better demonstrate their own trustworthiness, and choose actions to achieve successful outcomes in a way that builds trust-based relationships that stand the test of time.

DESIGN PRINCIPLES

To deliver the most value to NJAPPA members, the program will be Collaborative. This is an opportunity for education facilities managers and business partners to learn and work together. This program will be an opportunity to deepen skills while also developing cross-organizational relationships. An added bonus is creating a deeper understanding of each role's perspectives and challenges in working together.

Participants connect the training to action planning and develop concrete next steps, relevant to their experience, that can have an immediate impact that is applicable to relevant, real-life challenges. In addition to providing tools and resources, the program encourages attendees to work together on specific challenges common to all NJAPPA members. Some examples might include:

- Misalignment of expectations/desired outcomes
- Handling errors or incorrect service delivery
- Project staffing
- Negotiating project price, scope, or service level agreements

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09:00 AM – 10:30 AM

Session 1: Trust & Trustworthiness

This session lays the groundwork for becoming more successful professionally and personally in a real, authentic way. Participants learn how trust really works and explore the elements of trustworthiness using our core trust model, the Trust Equation, with a focus on practical trust-building behavior. Participants create a personalized action plan to build trust in a current professional relationship on their own.

10:45 AM – 12:00 PM

Session 2: The Trust Principles

This session introduces four trust principles as guideposts for action. Using scenarios based on common challenges, participants explore – through roleplay and/or discussion exercises – how applying the trust principles can help resolve issues quickly and create win/win outcomes for educational facilities managers and business partners.

The four trust principles are:

1. A focus on the other
2. A habit of collaboration
3. A medium- to long-term relationship perspective
4. A default to transparency