Clay Boyce has never met a stranger. If you’ve ever met him, you know this is true. He comes by it naturally – his grandfather, who raised him, was just as lively.

“He served in WWI, and he raised me,” Boyce said. “He was my dad, my teacher, my mentor, and I don’t go a day without thinking of him and all the life lessons he taught me growing up.”

His grandfather would be proud to know Boyce has been named the Facilities Division’s first

Effective May 20th, Denton Lunceford was named the new Assistant Vice President for Planning Design & Construction (PD&C). Lunceford now leads the PD&C team, which is responsible for:
• capital projects delivery,
• design services,
• design standards,
• the overall campus master plan, and
• the planning and coordination of campus utilities and infrastructure.

The PD&C team includes more than 35 people with a varied set of skills and experiences, including but not limited to:
• project management,
• interior design,
LUNCEFORD
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• administrative and business relations,
• project coordination,
• architecture,
• electrical/mechanical/civil/structural engineering,
• landscape architecture, and
• sustainability

Lunceford has more than 19 years of construction and project delivery experience. He worked in various capacities for two of the largest construction companies in Birmingham, and he owned his own company for seven years prior to coming to UAB in 2012.

He recently received his Master of Business Administration from UAB, and holds a Bachelor of Science in Building Construction from Auburn. He is a LEED Green Associate. He is fluent in conversational Spanish. He is active in various civic and community organizations.

“Denton brings an abundance of energy and strong leadership to this position, and I am confident he will lead his team well,” said Greg Parsons, Associate Vice President and Chief Facilities Officer of the Facilities Division.

BOYCE
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Employee of the Quarter. He was nominated by Laura Brand, Manager in Planning Design & Construction.

“Clay consistently exemplifies Being a Role Model, Thinking of the Entire Team, Developing Relationships, and Enhancing Customer Service,” Brand wrote. “I can always count on Clay to respond quickly and fix my desktop or network problem efficiently and cheerfully! This is especially important when I have deadlines to meet. Clay is a treasure!”

Boyce took a long route to get into IT, starting in sales and banking before going to school for information technology. He’s been in Facilities IT since 1996. All the while, he’s been acting both on stage and screen – you may have seen him in a recent commercial.

“My service to the community has always been through community theatre,” Boyce said. “That’s the way I’ve given back to the world outside of UAB.”

It’s clear Boyce has never forgotten the lessons of his grandfather, who often told him, “You may make a person’s day just by helping them find a smile.”

“It’s part of who I am. I just try to do for others as I would like them to do towards me,” Boyce said. “I’m a firm believer of the fact that we get back what we give to others.”

Congratulations for being our first Employee of the Quarter! He will be automatically nominated for the UAB Employee of the Month program, and will need three nomination letters. If you would like to write a nomination letter, please reach out to the FACE team at FAC-suggest@uab.edu.

If you would like to nominate someone for the Facilities Division Recognition Program, you can out how on the Facilities website. The deadline for the next round of submissions is June 15th.

FACILITIES DIVISION PICNIC
The Facilities Division Annual Picnic will be held Aug. 16.

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Mark your calendars now. More details will be emailed soon!

2019 PERFORMANCE EVALUATION CHECKLIST

- Initial Training Conducted
- Receive Customer Feedback/Hand Out Self Assessments
- Have Formal Performance Evaluation discussion
- Training provided for supervisors on online form
- Submit signed Performance Evaluation to HR
- All Online Performance Evaluations Signed and submitted
Our Building Services team works to ensure our campus is maintained to be clean, safe and functional. Zone 6 of Building Services makes up a crucial part of our division. They support several buildings including Campbell Hall, UAB Child Care Center, Undergraduate Building, Police Department Headquarters, Chemistry Building, Substance Abuse Center, Trauma Communications Center, etc.

Jasmine Thompson, Building Services Supervisor, calls her team a family that works together and their Group Leader agrees. “We work as a team to provide great services to our customers,” said Marilyn Smith, Environmental Services Group Leader and employee of UAB for 14 years. “If you work as a team, there’s nothing you can’t do because teamwork makes the dream work.”

We don’t want our visitors standing outside without being prepared for the elements,” King said.

Six FAB employees have access to the video doorbell system, so visitors should not have to wait a long time. However, we do encourage FAB employees to let their visitors know about the new system, in case there is a weather event.

“This is already standard for the 822 Building and the 616 Building, so we believe this won’t be a big change since our visitors and employees are used to having to buzz into a building.”

Six FAB employees have access to the video doorbell system, so visitors should not have to wait a long time. However, we do encourage FAB employees to let their visitors know about the new system, in case there is a weather event.

“Working in Building Services is fun and keeps me energized with the work we do to keep the campus up,” said Candace Harris, Environmental Services Specialist.

This fun group rises above and beyond to preserve UAB’s beautiful campus. They lean on each other and keep a positive environment every day. You can see from the photo above how much they enjoy being around one another.
Supervisors complete communications training

Last month, all Facilities supervisors completed a workshop that focused on active listening and the new communications strategy for the division.

“We consistently have a hard time sharing new information with everyone in the division,” said Natalie Merrill, Facilities Communications Manager. “This new strategy will help us ensure our supervisors have clear info and time frames to share news with their teams.”

More than 100 supervisors went through the training, and discussed their experiences with communication. Facilities employees have shared through many channels that they want better and more consistent information, and the workshop is one step on the right path.

The 2017 Engagement Survey was clear that communication was a sticking point for the entire institution. Employees say they don’t feel heard, are not given information quickly enough or are not given the “why” behind changes.

“Communicating well is hard, but it’s something we can all commit a little more time to doing,” Merrill said. “Our relationships with our teams, our peers and our customers will be better for it.”

The division is rolling out a new comprehensive general communication strategy that requires the participation and feedback of all supervisors.

“It was a fun workshop! I really liked the game we played,” said Jasmine Thompson, Building Services Supervisor. “Strong communication skills are very important at the university, because we communicate with people on a daily basis.” The new strategy will provide information about announcements to each supervisor to share with their groups, ensuring everyone in the division has a chance to provide feedback.

The workshop also covered topics about why it’s important to focus on internal communications, active listening techniques, and how supervisors play a role in communication.

“Active listening is key to being a better communicator, and it’s something we have to practice,” Merrill said. The techniques included:

• Seeking to understand
• Be non-judgmental
• Give your undivided attention
• Use silence

If you have questions about this workshop, please reach out to Natalie Merrill at nmerrill@uab.edu.

JUNE 2019 PROFESSIONAL DEVELOPMENT CENTER SCHEDULE

The monthly Professional Development Center Schedule can be found online at uab.edu/facilities/training. Contact Laura Marsh at llmarsh@uab.edu or 934-1054 to register for classes.

What’s new in construction?

UAB TRACK & FIELD COMPLEX
• Project completed

COLLEGE OF ARTS AND SCIENCES BUILDING (UNIVERSITY HALL)
• Final inspections in progress.
• Furniture installations in progress.
• Occupancy week of June 24.

NEW RESIDENCE HALL 2020
• Foundation/drilled piers are complete.
• Elevated slabs in progress.
• Projected completion June 2020.