

The Forgotten Language

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While I was growing up my mother would always remind me before I left the house to mind my manners. Please and thank you were the most important words to remember while I was a guest at a friend's house. These simple words were laws according to my mom, engraved into my memory at an early age, so I wouldn't misbehave. When you are a kid, it is easy to allow words of wisdom to enter one ear and quickly exit the other. There is a certain age when kids rebel and act as if they know everything. I can still hear my mom remind me to mind my manners, as I would walk out the door and roll my eyes. We may not want to listen to our parents, but we do hear them and the repetition of all this wisdom handed down sticks in our heads for years to come. Now, I think back to those days and roll my eyes at myself for how I reacted. How far do these words please and thank you go in your daily life?

As the Superintendent, who says thank you to you? The real answer to this question comes from the members and guests who rave about the course conditions and aren't afraid to tell you what a good job you are doing. After all, these are the people you are preparing the course for. Our thank you may also come from the satisfaction of how the course looks and plays on a daily basis and realizing how a great deal of team effort goes into the final product. After that, very rarely do you hear the words of thank you from anyone else. Assistants tend to get overlooked because we fall in the "middle man" position between the superintendent and the crew. I take a lot of pride in my work and I try to do whatever it takes to get the job done. If it means staying late or coming in on my off weekend, I am willing to help the team out. After going out of my way

to help out, it is nice to hear a thank you for all your hard work. As managers, we don't get the constant attention of how we are doing; rather it is what we aren't doing that sometimes gets more attention. It is up to us to do our job, be positive and make others feel appreciated about their

the team because I know at times their work can get repetitive. I ask myself,

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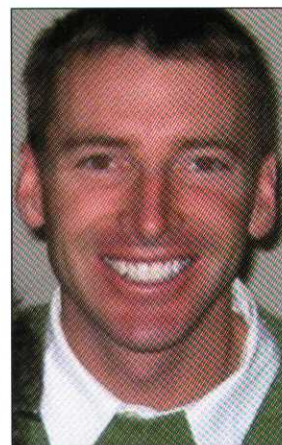
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At the start of the season the team is excited, morale is high and everyone has a go get 'em attitude. We as managers are on top of our game and we praise all the little details each day. By mid-season our team is trained, the expectations to perform are heightened and we drive harder for results. During this time we may start to get complacent and forget to say thank you. If an employee is worn from the extra hours and warmer temperatures, it is time to remember all the little things that will keep their morale up. I try, at the end of each day, to make a point of saying thank you or good job to everyone as they punch out for the day. I know they hear me because they vocally respond, but I hope this doesn't go in one ear and out the other. The goal is for them to appreciate the gesture. I feel this gives them a better feeling when they leave work knowing their hard work isn't going unnoticed. This is only one small way I try to praise

could you please. He was more than willing to do the task at hand the first time, but with a please in front of it made it more worthwhile. This little incident was a wake-up call for me. This proves how important it is to say please and thank you when you hand out job duties.

In the end, if the extra work our team is completing is not getting recognized, it could become very wearing and tiring in a short amount of time. As leaders, it is our responsibility to stay motivated and be polite through all peaks and valleys of the season. Engaging our team requires us to remember to ask ourselves how is my team feeling? It is so easy for us to get caught up in driving for great results and forget about our team which is helping us accomplish these results. Now that my wife and I are expecting our first child, I will make sure we incorporate these simple words into our child's vocabulary at an early age!



especially when things get tough, do I take my team for granted? If the answer is yes, I try to remind myself of the simple words my mom taught me while growing up.

It is amazing how far a please or thank you will go in making an employee happy. A couple of weeks ago I was assigning a member of the team a secondary job that wasn't exactly a pleasant one. After telling him what to do he said, "A please would be nice." He was absolutely right. I was captured up in accomplishing all of the tasks, and I completely forgot to ask him rather than tell him. I started over and began with,