Al Schardt

## Diplomacy Pays

By AL SCHARDT Greenkeeper, Wanakah Country Club, Buffalo, New York

It is not the purpose of this article to try and tell the experienced green-keepers how to handle their men, but is written with the thought that it may be of some help to the less experienced.

There are a lot of good men who would be capable of holding a job as greenkeeper if they only knew

how to handle the men and that is something every good greenkeeper must know, and is quite as important as knowing grass.

Much has been said about how the different work is done on a golf course, but seldom do we see anything written about how to handle men.

#### Suggestions from Workmen Often Good

We all know that there are certain kinds of work that must be done by hand, and I have often been asked, "How can you get a man to do a certain job without being right there to see that he does it right?" In the first

place I get all my men together about once a month and ask them for ideas and their different opinions on things pertaining to the work about the course. This not only makes them more interested in their work but gives them a chance to talk over and right little misunderstandings.

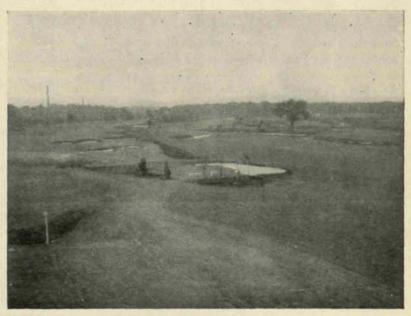
A boss should not be under the impression that he is be-littling himself just because he accepts the ideas of the men who work under him, for after all it is the men who actually do the work and who can sometimes see a quicker and easier way to get it done than the one who gives the orders. Some may think that by using this method the men will try and run the job but that is not so. If a man is told to do a certain job a certain way and he can see an easier way to go about it, let him do it his way, so long as in the end he gives results. If he has to do it the hard way just because the boss told him so there will be grumbling, dissatisfaction, and a loss of time.

By all this I do not mean to convey the idea that a boss or greenkeeper does not have to "know his onions,"—indeed not. The greenkeeper should know how to go about any work to be done, but sometimes your men can do a job their way and get it done quicker than doing it your way. Not because your way is harder but because they are used to doing it their way, and therefore can do it quicker the way in which they are accustomed.

#### Clean Tools Every Night

I find that getting men to clean their tools and put them in their regular place after the days work is done is a hard problem. They always seem to like to put them away without cleaning and the next day grab the clean ones. I generally hang around the tool house when the men come in and if I see a man hang up a dirty shovel or throw his tools in a corner, he is told that each tool has its place and that is must be cleaned and in good condition and kept in its regular place. After that if he cannot find where the tools belong and put them there he is told to look for another job. A man who does not (Continued on page 34)

### A View of the Wanakah Course where the Buffalo Championship will be held



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#### Diplomacy Pays

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know how to take care of his tools cannot use them to the best advantage.

It is not a good policy to get too familiar with your men during working hours, and by all means show no favors. If you have any trouble agitators, or men who can't talk and work at the same time get rid of them, no matter how good workers they are. If you don't they'll cause you more trouble than Brown Patch.

#### Changing Chairmen Often a Drawback

Now comes the ticklish part, fellow greenkeepers. You have got to be a diplomat to get along with all of the members of the club. Some clubs appoint a new Chairman of the Green committee every year which is a great mistake. I know of one instance where the greenkeeper and Chairman of the Green were patting themselves on the back because they were being complimented in the past by the members for having ideal rough, (which they had) a thin stand of grass and no unplayable lies. This year the greenkeeper is working under a new chairman who wants him to seed and top dress the ideal, above mentioned rough.

Where a greenkeeper is known to several members of the club who have confidence in his work and whose influence is held in high esteem by the club, and a new chairman is appointed who has a lot of radical ideas, these above mentioned members will take exception to such changes being made. I can assure you under such conditions there wouldn't be so many expensive and damaging innovations introduced in maintaining golf courses.

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