

“Strictly Business”

By Bob Costa

Each of us has grown to understand the role sound management skills play in the success of our operations. Our ability to manage our staffs, our department, and ourselves is in many ways as important as developing solid technical skills. My experiences have taught me that effective management is really based upon a little theory, and a lot of common sense.

The more we are exposed to the fundamentals of good management, the more likely it is that we will adopt these principles into our own management style. In “Strictly Business” I will offer a collection of management and business related topics that I have stumbled across, as well as some thoughts of my own. This first one comes courtesy of Joe Driscoll, a Management Consultant in Carmel.

A good relationship between

an employer and employees can positively impact all aspects of life.

If it turns bad, as with most failed relationships there are often differing points of view as to what contributed to the breakdown. An understanding of the expectations that make for good employee/employer relationships can help.

There are a lot of workers out there that are looking for a boss:

- ◆ *Who had something to do with hiring them and makes them feel wanted.*

- ◆ *Who helps them to get acquainted with their job when they are new.*

- ◆ *Who explains their responsibilities and just what is expected of them.*

- ◆ *Who tells them frequently how they are doing — what they do well and what they don't do so well — who shows them how to do better.*

- ◆ *Who not only thinks of them for what they are, but also for what they may become.*

- ◆ *Who takes a personal interest in them and their problems.*

- ◆ *Who listens to their ideas for making the job easier and better.*

- ◆ *Who has something to do with their pay and takes the initiative to insure that they are fairly compensated.*

- ◆ *Who stands up for them when they are right.*

- ◆ *Who is honest and straight-forward with them.*

- ◆ *Who tells them about changes before they are made.*

- ◆ *Who has a personal faith and confidence in them.*

An employee would do their best for a boss like that.

And there are a lot of bosses out there looking for a worker . . .

- ★ *Who likes their job. Who knows their job. Who wants to work and get ahead.*

- ★ *Who shows up everyday ready to work.*

- ★ *Who wants to do a day's work for a day's pay.*

- ★ *Who is always on the job both mentally and physically.*

- ★ *Who is cheerful — not sullen.*

- ★ *Who works safely — with due consideration for themselves and their fellow workers.*

- ★ *Who is enthused by a job well done.*

- ★ *Who tries to avoid waste and looks for a better way to do the job.*

- ★ *Who tells the truth and is sincere.*

- ★ *Who gripes little and looks forward to future opportunities and challenges.*

- ★ *Who works with a spirit of team work.*

- ★ *Who asks questions when they need help.*

- ★ *Who tries to understand the bosses point of view and the needs of the business.*

A boss would give his best to workers like that. ❖

GCSAA Information Services Committee

By Richard Lavine

I had the opportunity to attend the fast paced Information Services Committee meeting in Lawrence on September 15 & 16. The ISC is a new committee. Last year, it was an ad hoc committee set up by the board of directors to provide more member services. This year the committee is a standing committee, consisting of superintendents throughout the country, with representatives from the USGA and Turfgrass Information File. The committee has responsibility for guidance and development of strategies for the accumulation and dissemination of operational information to the golf course superintendent and the industry in general. More

simply put, they oversee the operation of the Technical Information Services department at GCSAA.

You as members need to know that if you have a question, whether it is agronomic and technical in nature, or something as simple as the location of next year's Ryder Cup, that information is only one tollfree phone call away. The 'Professional Development Catalog' that you recently received lists almost everything that is available. Call them if you have any needs.

Probably the most exciting thing to come out of this meeting is the decision and timetable for our entry into on-line services. According to two corroborating surveys, almost 75% of superintendents have a

computer in their office. With this in mind, over the next few years, superintendents throughout the country could be linked together along with GCSAA and many vendors to ease communications. Think of the possibilities; bulletin boards, E-mail, education, GCSAA and chapter news, conference and seminar registration, TGIF, parts ordering, bookstore and merchandise purchasing along with many other services. Also, on-line product information will be a few keystrokes away. This new technology won't answer all our problems, but it will be one more tool to make us more productive on the job. Additionally, the on-line service will be linked to the Internet,

GCSAA staff is working on

the details. Although many decisions have yet to be made, the committee developed the following timetable. The staff will have a preliminary on-line service for display in member services booth in Orlando. The Full program, along with complete training documents should be available at the conference and show in Las Vegas the following year.

Our staff has its work cut out for them. The board of directors is to be commended for their foresight in bringing our profession into the cutting edge of technology with this ambitious program being developed. Please feel free to call or write me with your comments or concerns regarding this endeavor. ❖