

This month, Ken Richardson, promotes the BIGGA Essay Competition 2000, gives details on Learning Experience transcript options, and advises on 'On the job' training

# EDUCATION UPDATE

## BIGGA Essay Competition

The winner of the Head Greenkeeper/ Course Manager category in the BIGGA Essay Competition 1999 appears on page 63 of this magazine. This year could be your turn to win £500 and have your essay published in Greenkeeper International.

All you need to do is write between 1500 and 2000 words on 'Managing Without Chemicals' (Is it possible? What are the consequences? How would you cope?)



**BIGGA  
 ESSAY  
 COMPETITION**

There are three categories:

1. **Golf Course Managers/Head Greenkeepers and their Deputies.**
2. **Assistant Greenkeepers and Students aged 25 and over.**
3. **Assistant Greenkeepers and Students aged 25 and under.**

The closing date for entries is Friday, October 27, 2000.

Send your completed entries to Essay Competition, BIGGA HOUSE, Aldwark, Alne, York, YO61 1UE

## The Learning Experience 2000

Thanks to the continued sponsorship of Textron Turf Care and Specialty Products, the Learning Experience continues to provide quality education and training at very competitive prices. If you missed the National Education Conference or Seminar Programme in January, you can discover what happened by purchasing Written Transcripts, Videos or, new for 2000, Compact Disks.

**Education Conference Written Transcripts cost £9 +£2 postage for each session.**

**Seminar Session Written Transcripts cost £3 +£2 postage for each session.**

**Education Conference CD ROM £22.50 +£2 postage.**

**Seminar Session CD ROM £22.50 +£2 postage.**

**Both Education Conference and Seminar Session CD ROM £40 +£2 postage.**

**Education Conference Videos all sessions £75 including VAT and postage**

**Education Conference Videos individual sessions £20 including VAT and postage**

**Seminar Session Videos all sessions £75 including VAT and postage**

**Seminar Session Videos individual sessions £20 including VAT and postage**

Contact Sami at BIGGA House for an order form.

## The Manager: Trainer and Coach

Regular readers will remember that I wrote several articles during 1999 on the Management Responsibilities of Course Managers/Head Greenkeepers and one area of responsibility was training. Most training that takes place on the golf course is 'on the job' with many Golf Course Managers already running training sessions for their staff and, in some cases, assessing competence on the completion of training.

What is involved in 'On the Job Training'?

The first thing to ask is What do my staff need to know? This involves the use of a technique known as a Task Analysis. This simply means breaking the job down into its component parts and may be simple or more complex depending on the job. For example, Cutting a new hole is a straightforward process which requires few decisions except where to cut the hole. On the other hand, applying fertiliser can require a number of decisions to be made eg. when, how, what, why.

There are some basic steps that you need to take when you are conducting a training session. These are:

### Introduction

1. Put your staff at ease. Conduct training in comfortable surroundings (if possible). Encourage them to ask questions and take part in any discussions. Let them know that training is taking place and not assessment.
2. Tell them why the training is taking place and how your training session relates to other training sessions and other jobs.

3. Check what they know already and identify gaps in their knowledge and skills.
4. Get them interested by explaining why the training is important.
5. Show them all the new tools, equipment and materials that they will use and give them a list of 'buzz' words.

### Content

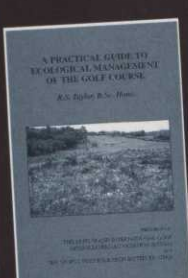
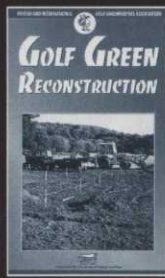
1. Show your staff how to complete the task, using the procedure that you identified in your task analysis.
2. Put all of the component parts into context and try to give your staff a mental picture of what is required.
3. Explain the critical points as you progress.
4. Keep checking that they understand.
5. Show staff how to do the first stage of the job, stressing key points as you progress.
6. Let staff practise the first stage and make sure that they can explain their actions.
7. Continue until each stage is mastered.
8. Let staff complete the whole process, giving feedback and encouragement where needed.

### Conclusion

1. Summarise the whole procedure
2. Issue any notes, manuals, operating procedures
3. Point out the best method of doing the task and why
4. Review the required performance in terms of time, standards and safety requirements
5. Check if there are any questions.

If all of the above seems to be common sense then think about what can and does happen in training sessions or, far worse, in the use of untrained staff. How many of you have been told to 'Go out and cut the first three greens' when you have not been trained on the mower, do not know the height of cut, do not know what to do if players approach, have not been given health and safety brief etc? Watch out for further articles in future editions of Greenkeeper International.

# ON COURSE WITH BIGGA EDUCATION



**Golf Course Preparation Video**  
 £14.95 to BIGGA members  
 £29.95 to non-members

**Golf Course Reconstruction Video**  
 £14.95 to BIGGA members  
 £29.95 to non-members

**Ecology Book**  
 £3.00 to BIGGA members  
 £7.00 to non-members

**Ecology Video**  
 £14.95 to BIGGA members  
 £29.95 to non-members

**Raising the Standards of Mowing Management Video**  
 £14.95 to BIGGA members  
 £29.95 to non-members

**Setting the Standard in Spraying Application Video**  
 £14.95 to BIGGA members  
 £29.95 to non-members