

The Secret of Getting Things Done

Strange as it may seem and contrary to general belief, there aren't many secrets to getting the job done. Most of them we already know but the big question is, "Do we practice them?"

As a rule in anything we want to do successfully, it's the little things that count. Everything that comes to us in life must come to us through other people, therefore the ability to get along with people, to handle them with tact and skill without irritating or confusing them, to have them willingly and enthusiastically go out of their way to do things for you is one of the secrets in getting the job done. In capsule form it's **Better Human Relations**. It's the key to over 90% of our problems — the magic formula so to speak — the very essence of making people eagerly want to do things for you and consequently get the job done.

Specifically defined, it refers to a state of affairs that exists between two people — how well you get along with other people — how much others like and appreciate you — to what extent they will give their best — how well they cooperate with you on the job in getting the task done.

Here are a few suggestions that will help you master the secret of getting the job done. Of course they aren't new nor are they radically different but they are basic and fundamental:

1. **Know Your People** — Know them like a book, their families, their children, their hobbies, their goals and objectives, their background, their skills; and whenever the opportunity affords itself, talk about them.
2. **Be Cheerful** — It's the most valuable selling tool you have. It makes you feel good, your job easier and automatically reflects on everybody you contact.
3. **Start Each Day With A Warm Friendly Smile** — One that originates from the heart and reflects itself through shining, sparkling eyes. A genuine, sincere smile says far more than a group of words and relaxes you at the same time.
4. **Be Empathetic** — Acquire the art of putting yourself in the other party's shoes. Find out what he's thinking, how he feels about it, what his attitude is, before you even begin to approach him on what you want him to do for you.

Never forget the fact that the other party is a 1,000 times more interested in himself than he is in you, consequently it will pay you to approach him from his angle instead of your own.

5. **Listen Intelligently** — Listen with your eyes as well as your ears. Be absolutely oblivious to anything else that's around you. Literally glue your eyes to his facial expression and listen as if it were the finest thing you ever heard whenever he speaks.

Then when it comes your turn to speak, he will repay you the compliment by doing likewise and tell you things he has never dreamed of telling anybody else.

6. **Make 'm Feel Important** — Treat him like somebody special. Give him sincere praise whenever the occasion permits. No matter how much praise he got yesterday or today, he will always be looking for more tomorrow.

Vanity may be a weakness, but everybody likes it — why not use it.

7. **Act Enthusiastic** — Become all wrapped-up in whatever you are trying to get across. Know it from A to Z and literally let yourself go all the way! Enthusiasm is one of the most contagious fevers known to man and the moment that fever breaks out within you, it spreads instantly to all those around you.

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Superintendents Will Be Short on Labor but Long on Mechanical and Chemical Tools in 1980's

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It wasn't too many years ago that the average golf course superintendent was little more than a working foreman. Today, however, he is a respected and valuable member of club management whose responsibilities include purchase of supplies, equipment maintenance, and personnel management, as well as other duties essential to keeping the golf course and related facilities in outstanding condition. Moreover, in years to come the superintendent's position should be further enhanced with the advent of new, more sophisticated mechanical and chemical techniques.

It is impossible to predict precisely what will take place 10 or 15 years from now, but certainly changing technology will have a profound effect on golf course maintenance. Take irrigation, for example. Who, in his wildest dreams could have predicted 10 years ago that it would be possible to plan and automatically irrigate an entire course without leaving the maintenance office. But it is a reality right now, and push-button irrigation soon should be commonplace.

By 1980, there will be an acute shortage of labor. Also, labor costs will be high. These factors will give impetus to the development of more sophisticated and complex equipment, chemicals and fertilizers. The superintendent will have to become more knowledgeable to use these new tools efficiently and properly. Chemicals will increase in numbers and will provide more effective control of diseases, pests and weeds. Fertilizers will be more closely designed for the particular nutritional needs of grass. They also will be more concentrated for easy storage and use, factors which should help offset future labor shortages.

The superintendent in the next few years will face both a challenge and an opportunity. The challenge will be his willingness and ability to keep pace with rapidly changing developments. Opportunity will unfold for those having skills in these new technologies and the vision to apply them in new situations for greater overall work efficiency.

The need for professional turf specialists will increase. Not only will there be more golf courses by 1980, but competition between golf and other recreational activities will become more intense as man's leisure time increases. Many of these other activities will need professional turf guidance, and the capable golf course superintendent will be the most logical candidate.