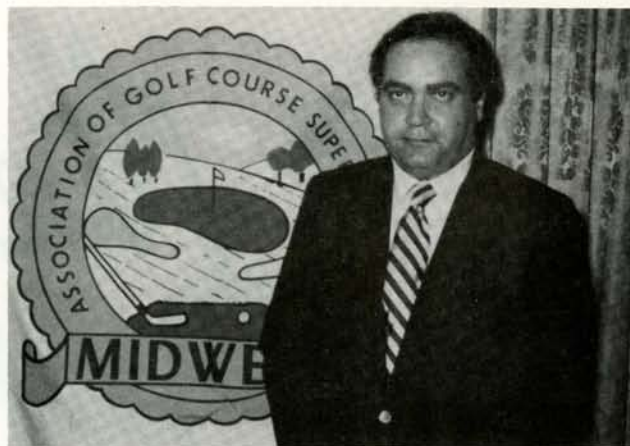


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John Berarducci, Pres.

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The following is a list of office telephone numbers for the entire Board.

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PRESIDENT'S MESSAGE

Now is the time of year when many of you Superintendents should think about participating in our Midwest operation. Our nominating committee is looking for fresh blood! I would appreciate if you would consider spending some time to be a director and do your share in carrying the load. If you would like to be a candidate contact Lenny Berg our nominating chairman.

I have never seen as many flowers being planted this year as I have at many of our north shore clubs. At one particular club I noticed, on the entrance way, two massive mounds at least three thousand square feet in size each covered with geraniums. At first glance I thought I was entering Hollywood's famed Forest Lawn cemetery! I hope these floriculturists have enough water to keep things beautiful.

Speaking of water the North Shore Sanitary District project is going well. Much of the plant material lost this winter is being replaced and all new seeding is completed. We are now getting bids for piping the water to some nearby clubs. Providing we have a dry summer, the public relations aspect of this project could not be better timed! I think this is something everyone should scrutinize closely since it's success will have a relative impact on all the golf courses in our Chicago district.

THOUGHT FOR THE MONTH

Some days, conflict is inevitable; a colleague disagrees with one of your pet ideas; all your subordinates seem bent on taking issues with your directives; your boss is determined to get your approval of what you consider to be a poor plan. What can you do? Here are some basic strategies for re-routing potential arguments into more constructive channels: (1) Listen. Try to hear all of what the other person is saying instead of planning your own reply or martialing arguments against what is being said, or interrupting the speaker before you've heard what he has to say; (2) Try to agree with at least some of the other person's points; (3) State the other person's position as accurately as you can, to his satisfaction, so that he's sure you understand what he's saying; (4) Avoid flat statements of disagreement and concentrate on probing questions; (5) Back up your own viewpoint with reasoning and facts, not with emotion.

Avoiding an argument takes discipline, even planning, but the results are worth the effort.

Credit - Kano Laboratories