



Communication Is Key

One of the most important prerequisites for a golf course superintendent to carry out his or her evermore demanding responsibilities within our profession is the factor of communication. The following list gives some reminders to help us address and improve our communication skills.

1. Use the other person's name in every conversation.
2. Communicate frequently and positively.
3. Be objective, not subjective.
4. Never use inflammatory words.
5. Be specific.
6. Use proper grammar and perfect spelling.
7. Never argue.
8. Maintain confidentiality.
9. Listen.
10. Set a course of action.
11. Use appropriate humor.
12. Develop a plan for giving specific instructions.
13. Encourage input from subordinates.
14. Attend educational classes for public speaking such as Dale Carnegie or Toastmasters.



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