

Central Florida Crowfoots



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CREW TURNOVER AND EMPLOYEE RELATIONS

A problem that has been around for years and years for golf courses is crew turnover. Just when we get an individual trained to do a vast majority of jobs on the course and we think he or she is happy — they leave.

The reasons for turnover are vast but some reasons are unified. For example: an employee could leave for the simple reason of more money, a personal conflict or health reasons — but whatever the reasons are we need to find motivational tools to keep them at their present job.

Different ideas on what to do could be as follows:

1. Higher wage scales
2. Better benefits
3. Better working conditions
4. More motivational ideas
5. More personal touch

These are some ideas and some of these are obvious solutions, but what about the others? Higher wage scales, better benefits and better working conditions are self explanatory. More motivational ideas is getting the

employee involved in a self-esteem program or a pride of work attitude. Also I feel you should get them involved in some minor decision-making — use their ideas and suggestions; remember everyone on your staff has a brain and has good ideas; don't let it go to waste — use it. Another motivational idea is an "employee of the month" with the winner receiving possibly a day off with pay as the award. You could use the theory of telling the employee the job he was doing really looks good, praise never hurt anyone.

Your relationship with your employees is your opinion and yours only. The one thing you really need to remember is that they can help you and they can hurt you. Be as firm with them as you need but also don't be afraid to be flexible. Good help is very hard to come by.

In conclusion you must remember that in these times of tight budgets and less money to operate with we need to look at the personalities of our employees and work with them. If you are on the same "Team" then even the tight budget course will come out looking better because the quality in the job attitude will be reflected onto the course.



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