

28 Conflict Resolution

Fighting and frustration can actually be channeled into positive outcomes. It's just a matter of learning the proper skills.

By Becky Mollenkamp

34 Paying His Respects

Canterbury Golf Club superintendent Terry Bonar believes the best way to manage employees is to show your appreciation of them.

By Larry Aylward



38 Super Service

Judy Hutt, owner of Shadow Valley Golf Course in Idaho, is known for her terrific treatment of customers.

By Larry Aylward

44 A 'Leading' Question

Recently, I found myself wondering what my crew members think of me as a leader, so I decided to ask them.

By Ron Furlong



In this four-part series, industry insiders offer tips on how to improve relations with everyone from your crew members to your

columns

- **Flagstick** Always Look Before You Leap
- 10 Pin High The Eight Rules for Being Cool
- 26 Shades of Green Name Game Heats Up Again
- 48 Designs On Golf Pin Shinnecock's Shame on USGA
- 70 Down and Dirty The Triumph of a Self-Made Man
- 80 Public Opinion Hey, I'm Just Farming Through
- 88 Out of Bounds Badminton

epartments

14 Big Picture

News with a hook < 16 Off the Fringe 24 Hole of the Month

84 Leaders

86 Company Line

87 Classifieds

TurfGrass Trends

This month, Golfdom's practical managers discusses the importhresholds before treating for them. See pages 49-65.

cover story

course's golfers.

About the cover

You could say Maryland-based illustrator Bob Lynch captured the essence of managing people in his hand with our cover illustration.

16 The Fictitious Life of a

Superintendent

66 Fine-Cut Fairways

Golfers' expectations for improved conditioning between tees and greens are forcing superintendents and mower companies to meet them. By Frank H. Andorka Jr.

74 The Foliar **Feeding Factor**

It's gaining popularity, but more education is needed, suppliers say. By Larry Aylward

82 Keep Your Bunkers Beautiful

Here are some products to help you do just that. By Frank H. Andorka Jr.