

Dr. John Stier.



John Markestad.

'Troubleshooting Valve-In-Head Systems Before You Call An Expert.' His tips will help us save time, money and frustration this next season. He also pointed out times when it's best to call in the cavalry. Hugh's talk focused on the muscle behind the irrigation system - the pump station. The kind of work that he specializes in should mostly be left to the experts because serious injury or death could occur if you have an accident working around that much electricity. He said we can do minor lubrication, and suggest-



Panel discussions are becoming increasingly popular at educational meetings all over Wisconsin.

ed we definitely monitor the pump facility often to look for irregularities. But the best pump station maintenance we can do is to schedule routine check-ups by qualified pump or electrical contractors. Routine maintenance costs a fraction of an emergency call in the middle of the summer!

The last words of wisdom were given during a round table discussion moderated by Dr. Stier. A superb panel of superintendents -Dan Barrett, Mike Jaeger and Fred Fabian – described their experiences with new irrigation installations. One common theme they all echoed was quality control. Make sure contaminants are kept out of the pipes by hasty assemblers, and keep an eye on and educate the people doing the work about what is expected.

That about sums up the education. The rest of the day was spent having fun participating in the silent auction and raffle prizes. The NGLGCSA conference committee does a great job raising money at their conference to make sure the University does research pertinent to theirs and all of Wisconsin's turf industry's needs. I don't know how much money they raised but it appeared to be substantial. So, in sum, the conference raised important research money, and all attendees had lots of fun and received tons of education. Good job NGL.

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# A Day With The Masters

By Dr. John Stier, University of Wisconsin - Madison, Department of Horticulture

The uncertainty of the weather enveloped the day like a I mystery, but despite scattered predictions of light rain, nothing was going to mar the event. I had waited two years for what might be my only opportunity to visit Augusta National Golf Club during the Master's tournament and would enjoy every minute regardless of Mother Nature's plans. The trip, sponsored by the Wisconsin Golf Course Superintendents Association and the Wisconsin State Golf Association, has been an annual event for 31 years.

Several people had warned me not to be late for the chartered flight to Augusta. For instance, there's the story about the person who was 100 yards away when the plane left the runway. Stories like that compelled me to not only set the alarm extra early but also to request a wake-up call. Consequently I was one of the first persons to check in at the airport. The security guards at the terminal were ready for us, because as I passed through the checkpoint one of them smiled and told me to have a good day at Augusta. As I walked down the hallway I could hear the guards talking about the Master's tournament, obviously wishing they were going.

The flight left Milwaukee's Mitchell Airport at 6:15 am. We arrived at Augusta about 9:40 am, then took a 20 minute bus ride to Augusta National. The buses deposited us behind number 5 green. Within 10 minutes of arrival the weather took a change for the better, with the clouds departing and the temperature rising into the 80s for the day. I took the advice of the WSGA and walked the course backwards to 1, then on to #10 tee where I caught up with Steve Stricker's group. At Augusta, each hole is named for a conspicuous plant or plants. Number 10 was the camelia hole, with scores of pink camelias in bloom. For the next couple of hours I tagged along with the crowd following Steve Stricker's progress through the course. He played well, getting as low as 9 under until he hit #16. a tight par 3 with a pond between the tee and green. This hole was known as the Redbud hole. The pin was in the lower left corner, and the green sloped towards the pond to make the shot challenging at best. Bunkers surrounded the hole on the front right, back right, and left side. Mr. Stricker's tee shot landed in the right front bunker and he ended up bogeying the hole to put him at 8 under. With par on 17, a tough run on 18 left him at 7 under for the day, good enough to keep him on the leader board. He eventually went on to take 10th place in the tournament with a 7 under score. Tiger Woods, though starting slow, gained a lead by Saturday

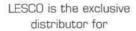
he would not relinquish and allowing him to repeat as a Master's champion.

The golf course, though, was the star of the day. As one superintendent said to me, "I never knew perfection was possible until I came to Augusta." The design definitely helps. Pure, shining white sand bunkers are strategically placed throughout the course. The wide variety and density of trees make for beautiful colors, but could be a management nightmare if budgets and skills were limited. The greens are bentgrass moved at 0.125 inch, and the fairways were bermudagrass still covered with ryegrass from last year's overseeding. The season was perfect for highlighting the ornamental plants throughout the course. Following Steve Stricker from #10 to 18 gave me a perfect opportunity to see Amen Corner in its full glory. This includes the latter half of #11, 12, and the first half of #13. The 11th hole is known as the white dog-

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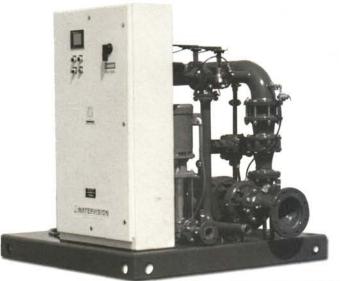
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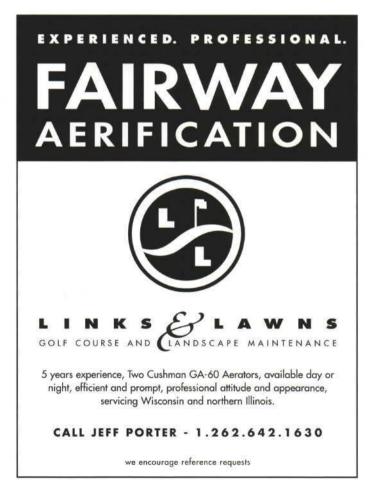
wood hole: these were all in bloom on both sides of the fairway, punctuated occasionally with pink dogwood. The 12th was a wonderfully set par 3, requiring a tee shot over Raes Creek. The green and 13th tee are set well away from the crowd, giving the players more breathing room than anywhere else on the course. Number 13, a par 5 at 485 yards, was my favorite hole. The fairway and green were ringed with pink, red, and white azaleas which were interspersed among trees climbing up the slopes. The white bunkers and green grass added a stark but warm contrast to the scene.

After watching Stricker's finish, I took lunch at the concession stand near the clubhouse and entrance to the course. Lunch is a simple affair: chips and cold sandwiches at amazingly reasonable prices. The clubhouse, golf shop, and other areas near the entrance impart a sense of history and tradition easily identified with the Master's tournament. In this area was a small museum housing memorabilia and historical factoids from previous tournaments. One display case housed tickets from past tournaments: in 1941, a ticket cost \$5.50 including tax. By 1999 the cost was \$100, with an increase to \$125 for the tournament for 2001. After lunch I took a walk along the famous "cottage row" near the practice green before walking through the course

on my way back to #14 tee. Along the way I was fortunate enough to watch Jack Nicklaus, Arnold Palmer, and Gary Player walk along #18 fairway. The crowd showed their appreciation of their contributions to the game by clapping. Walking slow but grinning, Arnold Palmer gave a big thumbs-up to the crowd. These are the types of nuances that make attending a match such as this a truly memorable experience.

I parked myself on the bleachers of #14 tee where I could appreciate the beauty of #13 green and watch some of the world's best golfers put out and tee off. In a Who's Who throng of players, I watched legendary figures such as Ben Crenshaw, Ian Woosnam, Nick Faldo, Raymond Floyd, Tom Watson and others. Another good spot I found was the bleacher section at #16 tee where I had clear sightlines to both #16 and #15 greens. The seating was so close to the tees you could practically hear the players breath.

By 6 pm we were back at the buses ready to begin the journey home. Though the time passed incredibly fast, I packed more memories into those hours than I take in during a week of work. I have nothing but sincere appreciation to the Wisconsin Golf Course Superintendents Association and the Wisconsin State Golf Association for sponsoring the trip.



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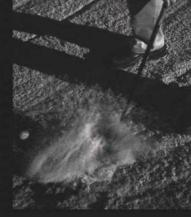


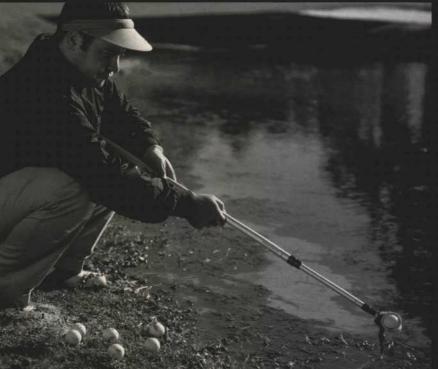


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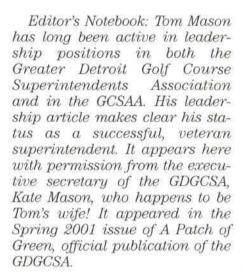


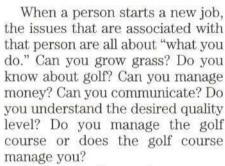




### Leadership: More Than You Think

By Tom Mason, Golf Course Superintendent, Birmingham Country Club





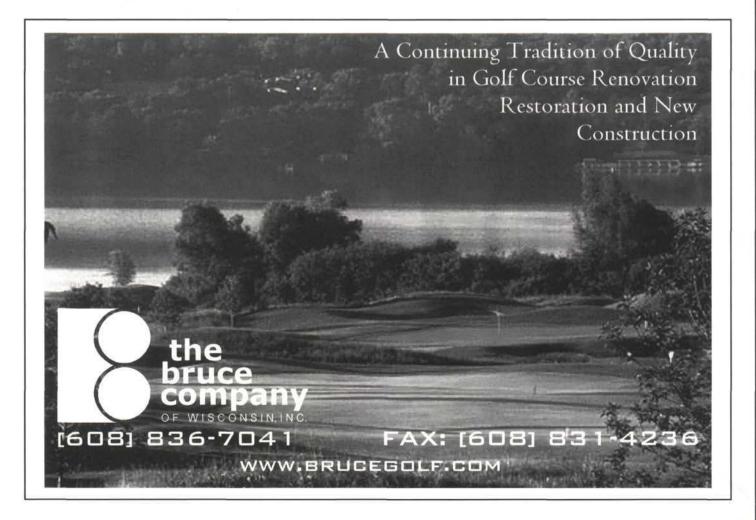
Most of these issues are addressed in the turf school curriculum and networking. In fact, turf related issues dominate what is taught in the school. Basic management issues are talked about



simply because on will obviously need to know how to manage a staff of employees to be a "superintendent" and grow turf.

After a period of time (honeymoon period), when your customers understand that you can do the job, then you, whether you like if or not and whether you know it or not, will be taking on a whole new level of issues. The "who you are" issues... such as:

- Are you trustworthy?
- Are you responsive?
- Do you do what you said you would do?



#### FROM ACROSS THE COUNTRY

- Can you forecast problems?
- Can you get along with other employees?
- Do you make other people better?
- Do you elevate yourself at the expense of others?
- Do you return your phone calls, mail and e-mail promptly?
- Do your customers perceive that you work to improve the quality of their product?
- Or, do they think that you work for the convenience of yourself and your staff?
- Are your budgets and reports on time and correct?
- Can you write and spell correctly in your correspondence?
- Can you speak to a group and get your point across?
- Do you see the big picture for your facility?

- Can you teach and inspire attention-to-detail?
- Can you handle problems? Do other people think that you can handle problems?
- Can you handle pressure? Do your employees think that you can handle pressure?
- Can you handle adversity? Do you have a plan for handling adversity?
- Do you develop your employees?
- Can you have an idea, sell the idea, develop the idea and then implement the idea?
- Do you know how to formulate an opinion?
- Are you consistent in your opinions and beliefs?
- Are you consistently polite and courteous to everyone, even to difficult people?
- Can you separate professional positions from personal posi-

- tions?
- Are you perceived as accountable? Do you act like you are accountable?
- Are you quick to handle uncomfortable situations?
- Can you hide anger and frustration?
- Can you admit it when you are wrong? Do you apologize when you are wrong?
- Do you have good table manners?
- Do you know how to introduce people?
- Do you know how to make people feel included?
- Do you think people are comfortable with you representing their facility?
- Do your employees feel that you are effectively representing them?
- Do people at your facility think you hold a grudge and have to get even for things?
- Do women at your facility sense that you respect them and treat them fairly?
- Do you understand and incorporate delegation?
- Do you understand and utilize empowerment?
- Are you perceived as innovative? Do you reward innovation on your staff?
- Can you manage a meeting so that everyone has a clear understanding of what occurred?
- Do you have a "Bad News" action plan?
- Are you perceived to have vision?
- Do people think that you have a good understanding of quality?
- Do your customers know anything about you outside of golf or your job?
- Do you feel as though you are part of your community?
- How good are you at seeing the point of view of others?
- · Do others think of you as a





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good listener?

- Do you understand your power as the golf course superintendent at your facility?
- Do your customers think that you use your power wisely?

I'm not advocating that golf course superintendents should be taught or told how to conduct themselves. What I am advocating is that we, as a profession, start talking about these kinds of things as issues. We have to make our colleagues cognizant that these kinds of issues and/or perceptions exist and are often expected from us. Superintendents have to understand that these "who you are" issues contribute to how effective you are in your job. "Who you are" issues are often the reason that superintendents get tired, even when the golf course looks great. Often, they are the reason that owners and boards of directors feel no real passion to show the superintendent respect or raise his pay. Often, they are the reason fellow employees and customers fail to show superintendents the respect that they deserve and criticize their product. Often, they are the reasons superintendents can't seem to get the resources they feel they need to improve their product.

Isn't it conceivable that if every golf course superintendent knew and practiced an understanding of these issues, then our profession would be enhanced and many of the concerns that we have as a profession would be addressed?

To my way of thinking, golf course superintendents have to become professional by everyone's definition of professional, not just by our definition.



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