

SHORT COURSE IN HUMAN RELATIONS

The best short course in human relations we've heard about is this one published by columnist Norton Mockridge:

- *The six most important words in our language are, I admit I made a mistake.
- *The five most important words are, You did a good job.
- *The four most important words are, What is your opinion?
- *The three most important words are, If you please.
- *The two most important words are, Thank you.
- *The single most important word, We.
- *And the least most important word, I.
(Bits and Pieces)

*To motivate employees, don't tell them what they're doing wrong; tell them what they're doing right. Don't measure absenteeism; measure attendance. Don't measure errors; measure accuracy. Keep the focus where it belongs: on good results and good performance.

*Increase your overall level of decisiveness by making immediate decisions on matters of little consequence or plans which can be revised easily. (You may be surprised how many decisions fall into these categories.) Save your caution for matters of major consequence or plans which will be difficult to modify if circumstances change.

"EARLY BIRDS" FLOCK FOR '88 SHOW

"Early Bird" registration forms are streaming into GCSAA headquarters at a record pace, according to Bonnie Stephenson, meetings coordinator.

More than 7,000 packets were mailed to the membership July 17 promoting the 59th GCSAA International Golf Course Conference and Show to be presented Feb. 1-8, 1988 in Houston.

The postman delivered the first registration form to GCSAA headquarters the following Monday morning from Blue Hills Country Club superintendent Dave Fearis, Kansas City.

"There is already a great amount of excitement about next year's conference among both members and exhibitors," said Tuula Wright, GCSAA sales and marketing manager. "It will be the largest conference and show in GCSAA's history."

"Early Bird" registration offers GCSAA members a substantial savings. Fees for registration, seminars, the spouse program, luncheons and the banquet are at a special rate until September 15. Early registration also gives members first chance to enroll in seminars, make hotel reservations and choose banquet seating.

For further information, contact Bob Still, Media Relations Manager, GCSAA, 913/841-2240.

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