

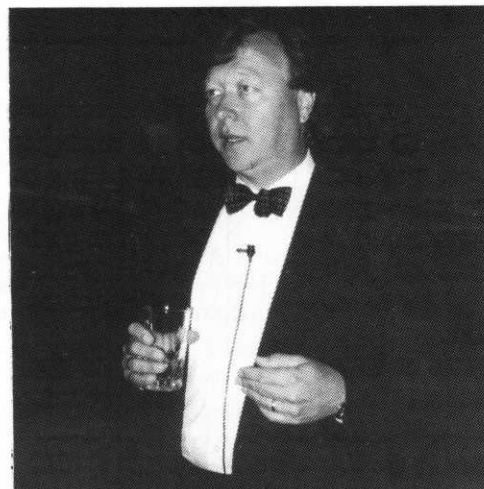
## March Mini-Seminar Focuses Towards People Management

It's always been part of the Golf Course Superintendent's job, but today certain items have changed. If you don't follow the laws, not only will your club suffer from an indescrption, but your professional reputation is at risk also. Tom Krukowski, alternated between "Sgt. Joe 'Just the Facts' Friday" and "Lt. 'Hey, how ya doin' Columbo" to deliver a very often overlooked message. People just would like to be treated like people, not anything less. With today's rash of regulations that concern environment, facility safety and employee safety, the list sometimes seems endless. The fact is that as Superintendents, we are also personnel managers, responsible for the training programs, making sure that the equipment is safety to operate, creating a non-hostile workplace and making sure that everything is fair.

On the other hand, how are we perceived? Are we viewed as hostile, difficult to approach or just plain bad mood every day of the week. Tom Coyle provided step-by-step instruction about handling complaints to working with the world's most unhappy golfer. Sometimes it's going to be impossible to handle all the complaints, but Tom offered a few suggestions that would help us keep our minds open and body language cool so that full contact golf would be averted.

For the 128 members of the MGCSA that attended, insight was given not just concerning labor laws, but how to be a more effective Manager of People Resources.

Tom Krukowski



Tom Coyle



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