## **HOLE NOTES**

Official Publication of the Minnesota Golf Course Superintendents' Association

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## Friends and Ducks



The monthly meeting at Southbrook G&CC was very informative. Dave Oberle gave us some insights into e-commerce and how it may make our jobs easier. After a delicious lunch we were treated to a fantastic day on a beautiful golf course. Eric Peters and his staff had the course in great shape for the golf. Thanks for all of the hard work.

The time of year has come when we are no longer able to blame the long grass or the bunker that needs to have the weeds pulled on the lack of help. It has come to the time of the season when we, as the professional keepers of the green, need to suck it up and take responsibility for the condition of the course. Now don't take this the wrong way. I am, like the rest of you, a type 'A' personality and rarely can tolerate a course not in pristine condition. But when help is scarce and the turf is growing aggressively it can get away from us. And when this happens the calls from the golfers or the green chairman or the owner are soon to follow.

What follows is known in the computer industry as cascade failure. One problem leads to a second and so on until the whole thing acts like a string of dominos. This can be a very stressful situation and how we handle it says a lot about our strength of character. The number one thing is to remain calm. Very few good decisions have been made during times of crisis. Think the whole situation through and try to determine the best course of action. A hasty decision during the crisis may cause the situation to worsen. Above all the manager needs to project an air of confidence and control which will help your employees to remain calm and focused to fix the problem. To use an old adage, act like the duck, remain calm and collected on the surface but paddle like hell underneath.

The solution may not be in your head or in the heads of your staff. Good managers know their limitations and know when to call for help. I have yet to meet another superintendent who when asked, wasn't willing to help out with advice or equipment or employees if the need arose. Rely on your friends and colleagues when you have times of need. You will not get any help if you don't ask, so ask.

Good friends are the best things this world has to offer. A friend worth having is the kind you can contact any time you have a need. They are there to listen when you just need to vent. They are there to offer advice when you need advice and they are there to lend a hand when you need some additional help. I had an opportunity lately to reconnect with a very close friend I had lost touch with. I am not sure how I let us get so far apart. He was and will again be a strong part of my support network, he has infinite turf knowledge and is a great listener. I am truly glad that he is again a part of my life. But remember that friendship is always a two-way street, you need to be willing to put more into it than you get out of it.

So when you are paddling like hell underneath, don't hesitate to call on some of those friends. It may be the best way to control your stress levels and maintain your sanity throughout the golf season.

-Respectfully submitted, Paul Eckholm, CGCS

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