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MGCSA Gets the Only Primary for Meeting

...wonderland of Wood-
 With Superintendent
 the helm of the ship,
 you knew that the day would be perfect for the semi-athletically inclined. Platform tennis, ice hockey, ice fishing and cross-country skiing were available for those who were willing. Before the mighty fine lunch was served Woodhill Assistant Tim O'Driscoll gave a seminar about computers, scheduling and maintenance. The office where the seminar was held went to standing room only as 25-plus members of the MGCSA learned to sharpen their administrative skills.

Just prior to the afternoon Dick Bennett, newly elected honorary member of the MGCSA, gave a very interesting talk about course ratings, and how it is accomplished. MGCSA President Joe Moris presented a short talk about the forming of a new committee — Human Resources — which will be chaired by Cary Femrite and Tom Kientzle. He also asked the MGCSA membership to give a moment of silent support to the family of Roger Kisch, superintendent at Southview Country Club. Then it was time for that mighty fine B-B-Q lunch, chicken, ribs, all you could eat and then some. After the lunch the platform tennis courts and ice hockey rinks were ablaze with activity. The 87 members of the MGCSA who attended the meeting were treated to one of the finest meetings of the year.

—Dale Wysocki, Editor



A goalies worst nightmare, Jerry Webb of Wedgewood Valley on a breakaway.



Tim O'Driscoll and Rick Fredericksen check out the chicken and ribs.

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Two Outstanding Speakers Selected for March 14 MGCSA Mini-Seminar at Brooklyn Park

Two outstanding speakers—one a professional educator, coach and consultant and the other a specialist in labor and law—have been announced for the MGCSA Mini-Seminar to be held March 14 at the Northland Inn in Brooklyn Park.

Tom Coyle, the educator, coach and consultant from Lee's Summit, Mo., has successfully applied his background in athletics, vocation and personal development counseling to help people achieve peak performance for more than 25 years.

Drawing on his unique experiences from secondary and university level teaching, as a heavy industry and utility supervisor, public service, club management and sales, Coyle talks the language "of the real world."

He has developed several specialty programs in hiring and firing, alcohol awareness and member/guest contact skills for country club managers and allied hospitality groups as well as training programs for leadership and management, supervision and foremanship, motivation and human re-

lations, communications and listening skills.

He is the most senior associate of the Career Development Seminars group.

For his 3-hour workshop at the MGCSA Mini-Seminar, Tom's presentation, entitled "Your Image Is On The Line," will focus on "who really controls the image of the golf course superintendent."

Among areas he will discuss are:

- Meeting the demands and duties of golf course leadership;
- How the golfer-member-guest contact person controls the golf superintendent's image;
- How to "create" an appropriate image and how to make each golf course contact a "personalized service;"
- How to handle golfer-member-guest complaints;
- A step-by-step formula for handling complaints, reaching resolution and agreement and preserving goodwill.

THOMAS P. KRUKOWSKI, the

attorney, has been practicing labor and employment law since 1970 and founded the law firm of Krukowski & Costello in suburban Milwaukee in 1979.

At the MGCSA Mini-Seminar he will discuss labor and employment law matters as they relate to associations and employers.

Krukowski emphasizes the need for strategic planning. He is the author and publisher of the *Employment Law Manual* for Wisconsin employers, now in its third edition and used by 2,000 Wisconsin employers.

He also authored the *Drug Testing Manual* for the Trucking Industry, a reference for more than 1,000 companies in the United States.

He lectures frequently to employers and associations throughout the country on labor and employment law matters.

Superintendents Urged to Bring Club Manager, Green Chairman Or Other Officer To Mini-Seminar

Golf course superintendents planning to attend the MGCSA's Mini-Seminar on March 14 at the Northland Inn in Brooklyn Park are encouraged to bring their club manager, green chairman and/or any other club officer with them.

Although the program primarily is directed towards superintendents, it also contains considerable information that can be of value to other club officials.

Registration fee for these persons would be \$45 if pre-registered or \$55 at the door.



THANK YOU, ANITA — Presenting Anita Hight, retiring office manager of the Minnesota Golf Association, with a colorful bouquet of flowers is Joe Moris, MGCSA president. For years Anita was a major help to the MGCSA when the business affairs of the golf course superintendents' organization were conducted in the MGA office. Approximately four years ago, the MGCSA established its own office, but members long will remember how helpful Anita was. "She's a remarkable lady," Moris said, "and we wish her all the best."

EDITOR'S CORNER

By Dale Wysocki
Faribault Golf & Country Club



Spring is right around the corner, and it's time to see just how the Calc-clor substitutes did, but then I wouldn't have used any of the substitutes unless the data were there from MGCSA Research. Research is so very important in our seasonal drive to maintain our golf courses in excellent shape, but also to provide a sound environmental program. After all, we are stewards of the environment.

Last year money was extremely tight at my club (something to do with all that extra precipitation and the golf course being closed). However, there has to be a way for my club to contribute to the MGCSA Research Fund. I feel very strongly about this. So, in discussing this with some real close personal friends last July, it was brought out that it is the golfers who really do benefit from all the research that is going on. Therefore, why not get the donation from greens fees? That's the club's money, and it really is important to keep that allocation where it belongs.

Another direction was to approach the Golf Committee Chair and inform him as to what research does for the golfer, propose getting a donation from handicap fees charged by the club and earmark a percentage to MGCSA Research. Well, in December, when all the fees were set for the upcoming year, the Golf Committee recommended and the Faribault Golf & Country Club Board approved that 50¢ from each golfer's handicap will go towards the MGCSA Research Fund.

* * * *

Can you give golfers at your club too much information? How do you address your golfers as to when your going to aerify, topdress or apply plant protectant.

The idea of communicating with a golfer is not a new one. There's nothing worse than to find out that topdressing of greens is to take place on the same day as a charity scramble. Communication starts with weekly staff meetings so that the Golf Course Manager is informed of what is coming up as far as outings or outside tournaments. Then we arrange our maintenance schedules to prepare for the upcoming week, month and year.

Now comes the tricky part—how to keep the golfers informed as to what we do. At many clubs there is a bulletin board set up right outside the golf shop to keep golfers informed about tournaments and other pertinent activities. Of course, a letter from the Golf Course Manager about maintenance activities, attainable goals for the season, what to look for on the golf course is always welcome on that bulletin board.

Remember, when writing these letters, you must be able to speak lay-man-ese; getting too technical can sometimes turn golfers off.

Another route of communications is the club's monthly newsletter, where a page can be turned into a medium for

the members' information; again, write the message so that it's very easy to understand. Doing this once a month during the year can really help members understand what is going on out on the golf course and inside the maintenance facility.

* * * *

Another GCSAA Annual Conference has come and gone. What was accomplished? It seems that with the new management team of Steve Mona, CEO, Julian Arredondo, CFO and Joe O'Brien as COO, that co-operation between the membership and the home office in Lawrence Kansas will be much improved. It is nice to know that when you call the GCSAA and leave a message, the message will be returned. This could be the start of something big.

* * * *

Congratulations to John and Stephanie Katterheirich. Their very first son was born on January 12, 1994. His name is Troy Frederick Katterheirich and he weighed in at 5 pounds 14 ounces. According to John, "He's a keeper."

* * * *

Patty Knaggs, Superintendent of Hazeltine National Golf Club, has been very busy this past few months. Patty contributed photographs of turf students working for the new brochure, "Explore the Dynamic Profession of Golf Course Management." During the recent GCSAA Conference in Dallas, Patty was also a session chairperson for the Innovative Superintendent sessions.

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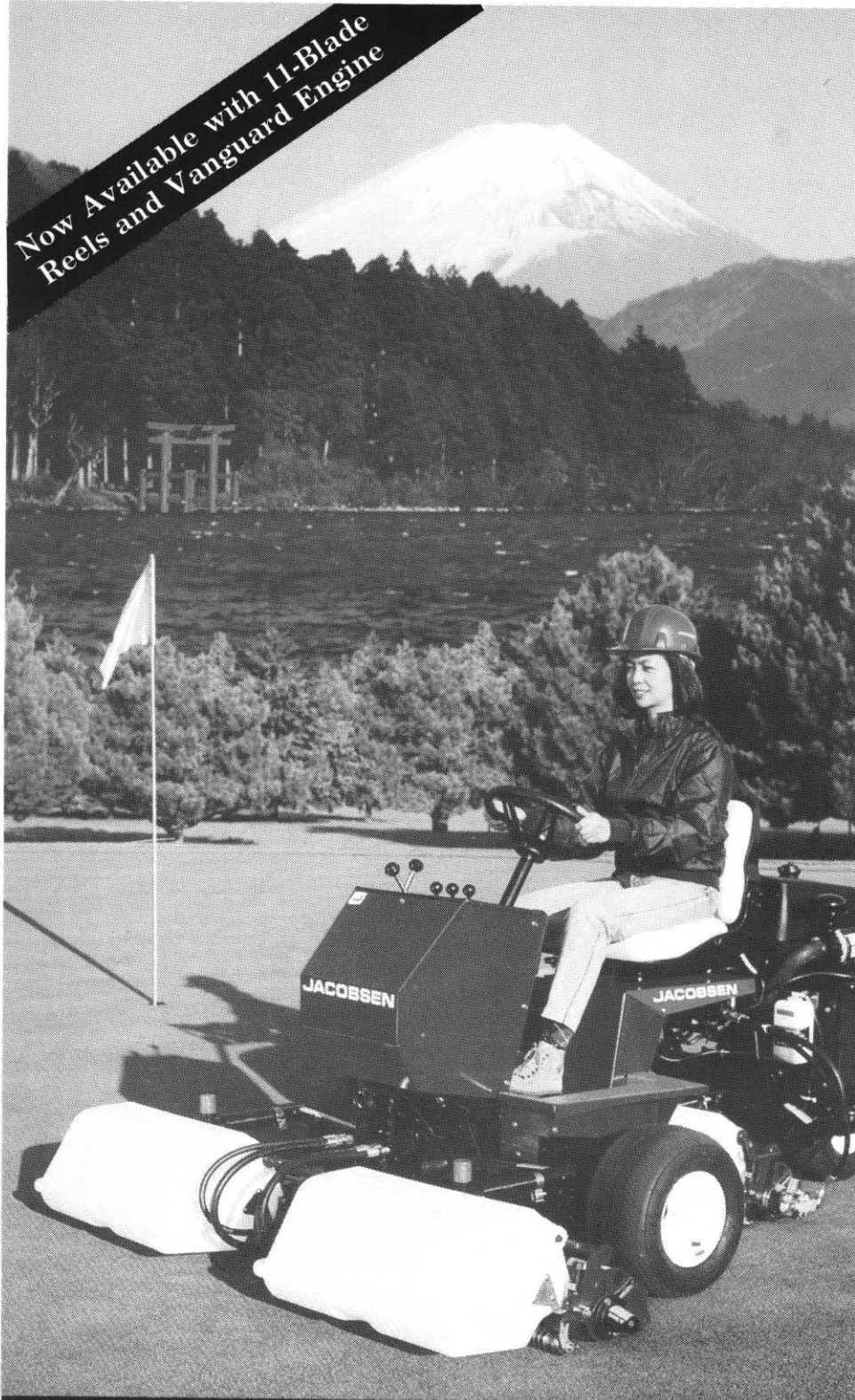
The MGCSA's Annual Conference produced the MGCSA quite the profit. The expenses were way below the projections. Some speakers did not charge anything, and parking passes that were not used by many members. Now what is going to happen with this profit? Starting with the March Seminar, more money will be made available to get speakers that are not only better, but offer more education in areas that is extremely specialized. Also we probably will see education returning to our MGCSA monthly meetings. Continuing education is one of the many membership services that the MGCSA offers its members.

During the MGCSA Annual Conference a survey was handed out to the 300+ members that were in attendance. The number of surveys returned was 68. Of these returned surveys 82% felt that the Convention Center fit the needs of the MGCSA. 92% approved of the concurrent sessions and would like to see them continued for 1994. Multiple comments ranged from having Rod Ferrentino and Frank Rossi to talking to Butch at the registration desk. Comments on what to do to improve the Conference included suppling coffee and pastries between breaks to providing note paper. If you have ideas or comments, John Granholt, Superintendent at Eau Claire C.C. is chairing the Conference and Education Committee. Please make him aware of your concerns.

* * * *

Congratulations to Mark Poppitz, CGCS of Island View Golf Club for attaining the prestigious CGCS title after his name. According to GCSAA sources there are now over 1,400 Certified Golf Course Superintendents.

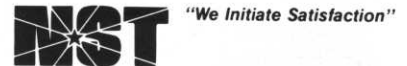
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