

A New Year's Resolution

A small girl came home from school one day. Her mother asked her how she did. "I was the smartest one in the whole class today," she informed her mother.

"Really? What happened?"

"We wrote on the blackboard," said the girl proudly, "and I was the only one in the class who could read my writing!"

Most of us know what we are doing. The trick is letting others in on the secret—especially the man we work for. Most bosses don't have crystal balls in their offices. Unless people communicate with them, they can't be sure how their subordinates are doing; and they would much rather be told than have to pry it out of the people who should keep them informed.

That's why it is a good idea to take a few minutes regularly to tell the man you work for what you are doing, what your problems are, and what you are planning next. Give him a chance to advise or object before you take important actions, not after.

Inexperienced managers sometimes resent the time it takes to keep the boss informed of their activities. They grumble that they have been given the responsibility, are paid to do a job, and ought to be able to do it without being tied to someone's apron strings.

Maybe so, but the boss has a responsibility too. If you don't give him information he needs in order to have confidence in your operation and you, he may have no choice but to dig into every detail. Don't be surprised if you find him breathing down your neck at every turn. Secondly, if you don't keep him frequently informed, he will have to form all opinions and gather information second hand—from rumors.

One of the simplest ways to keep the communication channel open is to just stop by your managers office once in a while to talk things over. Even a five minute run down helps. He may not show it but he will be glad you took the time to fill him in.

If he is too hard to get to, try sending him a weekly activities memo, or a statistical summary of your results. Keep it short, not over one page. You might list the important things that have happened, the problems you see coming up, and other items such as personnel changes.

Know the details, but conserve the boss's time by reporting only the highlights. He will ask for more if he wants it. Don't forget—the man you work for is accountable, in the final analysis, for the success of your operation. It is to your benefit, as well as his, to keep him informed on what's going on in your end of the club operation.

This "boss" person can be any of the wide range of people or persons, such as general manager, greens committee chairman, park director, club president, owner, board of directors, or anyone to whom we are directly or indirectly responsible for our expenditures and golf course operation.

Make your first new year's resolution now—review, revise, and reform your present communications policy with your supervisor. If you undertake any of the above suggestions, 1975 will undoubtedly be a brighter year for you.

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