

Professional Development: Maintaining Your Cool in Hot Situations

As a sports turf manager, and a human being, you will at times be in the center of hot situations. These may be related to such athletic field management issues as user groups demanding their field use "rights" in unsafe or field-destructive conditions. They may be related to threatening weather conditions, to player or spectator injury, to power outages, or equipment failures. They may be related to unfavorable and uninformed media coverage. They even may be related to the "politics" of your position, with different segments of the facility taking widely different viewpoints on policies or changes within the organizational or operational structure.

So, how do you, as a professional, keep your cool in these hot situations? Here are a few suggestions.

Listen: Take time to hear the concerns that need to

be expressed.

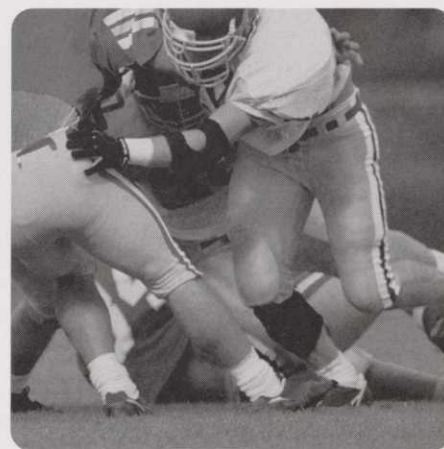
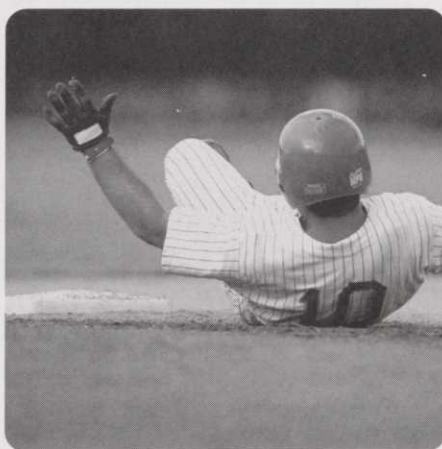
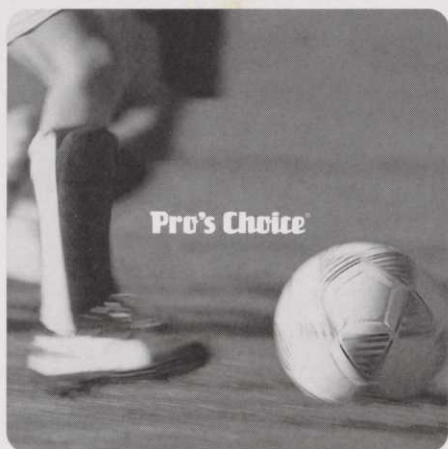
Think: Consider the ramifications: Don't act in haste or from your emotions. Examine all aspects of the situation and formulate your actions based on the facts of the situation.

Act: Remember - you are a professional - a representative of your facility and your profession. While you may disagree with the opinions expressed by others, they do have an equal right to their opinions. Do not belittle or in any way use negative expressions to attack their opinions, or to attack them personally. If you are the ultimate decision-maker in the situation, simply state that you appreciate their input, but the decision has been reached. If another group or individual is the ultimate decision maker, just note that you appreciate their input and are sure that it will be taken into consideration.

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