

2009 GCSAA EDUCATION CONFERENCE AND THE GOLF INDUSTRY SHOW

Teamwork Through Food, Fun and Fellowship!

Presented by Fred Biggers, CGCS
fbiggers@wintergreenresort.com



Teamwork Through Food, Fun and Fellowship

Fred Biggers CGCS
Golf Maintenance Director
Wintergreen Resort

A Great Work Environment




Recreation-Golf or Tennis, or Hiking?





Ways to Improve Crew Morale

- Creating an atmosphere at work which promotes teamwork
- Company Picnics
- Annual events such as Thanksgiving dinners, Holiday parties
- Crew member birthday parties
- Special functions - snow tubing, visit other golf courses/resorts
- Employee golf tournaments



Common Denominator- Food!



Annual Thanksgiving Dinner





People are the most important part of any golf maintenance operation.

Servant Leadership

- An effective “**Servant leader**” provides support for workers, materials (fertilizer, turf chemicals etc..) and provides training and planning guidance to accomplish the desired goals.
- **Servant Leaders** work **for** and **with** their crews to achieve their maintenance standards.

How can a golf course superintendent develop his leadership skills by serving his maintenance staff and crew?

- By working with his entire crew to develop **common goals** which also benefit the golf course and membership.
- By soliciting **input** from the maintenance crew on ways to get the work done.
- Getting to know each crew member and manager (Their families, hobbies, sports teams, birthdays...etc) so an effort can be made to create lasting bonds.
- Promoting **Harmony** throughout the entire operation.



Today's Work Climate

- Budgets cuts mean smaller crews, less full time staff, more retired and seasonal workers.
- Smaller can mean "less is more", smarter, more productive, motivated workers.

