



2017 Philippine Golf Course Management Conference



Training Programs for the Golf Course Maintenance Staff



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Developing Your Staff



- Value of developing your key staff
 1. Provide direction for professional development.
 2. Provide direction for personal development.
 3. Provide pathway for promotion.
 4. Provide goals for career growth.





Developing Your Staff



- Development Plans for Key Staff
- Who participates in developing the plan?
 1. You
 2. Key Staff Member
 3. GM?
 4. Green Chairman, Owner?





Developing Your Staff



- Development Plans for Key Staff
- What goes into a development plan and where does it come from?
 1. Performance Reviews
 2. Aligns with goals of GCM department
 3. Aligns with staff member's career aspirations
 4. Job descriptions and/or job postings





Developing Your Staff



- Managing Development Plans
 1. Employee managed?
 2. Follow up: Annual? Bi-annual? Monthly?
 3. Should be fluid and carry over to the next year with additions and deletions





Developing Your Staff



- Providing resources to achieve goals and meet development expectations
 1. Webinars
 2. GIS
 3. Local Trade Shows & Conferences
 4. Project responsibilities – Develop budgets, daily job assignments, agronomy plans etc.





Developing Your Staff



- Value of developing your Non-Supervisory Staff
 1. Provides direction for advancement
 2. Enables an “I Own It” attitude
 3. Can provide a path to making more money
 4. You demonstrate that you have their best interest in mind





Developing Your Staff



- Who participates in formulating the plan for Non-Supervisory Staff?
 1. You
 2. Key Staff Member – Component of Assistant's Development Plan
 3. The individual staff member- should be involved in formulating the plan





Developing Your Staff



- What goes into a Non-Supervisory Staff development plan and where does it come from?
 1. Performance Reviews- developmental plans can be a component
 2. Aligns with goals of GCM department and staff member's goals for the position
 3. Job descriptions





Developing Your Staff



- Managing Non-Supervisory Development Plans
 1. Supervisor managed?
 2. Follow up: Verbal? On the job? Annual? Bi-annual? Monthly?
 3. Should have flexibility and have a reachable outcome for the employee.





Developing Your Staff



- Providing resources to achieve goals and meet development expectations
 1. Different than Key Staff
 2. Allowing employees to demonstrate they are ready for a new responsibility
 3. Followed by directed training to insure employee is capable of handling the new responsibility





Staff Training



- Why is an organized training program so important?
 1. Provides employees with specific training and skills so they can perform at a high level
 2. Provides employees information so they can use these skills correctly and produce the desired result
 3. Provides employees with important safety information
 4. Provides objective oriented opportunities for growth and advancement
 5. Reduced liability





Staff Training



- Training and Documentation Procedures
 1. Develop necessary skills for each position coinciding with job description
 2. Use training check off system
 - Must include training and competency
 - Must provide trainer/trainee signature
 - Provides avenue for determining necessity for retraining



Three Oaks Country Club
Golf Course Maintenance
Training Check List

Greensman Level One

<u>Task Description</u>	<u>Training Completion Date</u>	<u>Trainer Signature</u>	<u>Employee Signature</u>
Walk Mow Greens	_____	_____	_____
Walk Rotary Mower	_____	_____	_____
Flymow Bunker Banks	_____	_____	_____
Hand Rake Bunkers	_____	_____	_____
Edge Bunkers	_____	_____	_____
Fill Divots	_____	_____	_____
Repair Ballmarks	_____	_____	_____
Edge Flower Beds	_____	_____	_____
Utility Vehicle Operation	_____	_____	_____
Back Pack Blower	_____	_____	_____
Hand Tools	_____	_____	_____

This is a general description of the duties and responsibilities of a Greensman Level One. It is not all inclusive and other duties and responsibilities may be assigned by the supervisor in charge.

I agree that I have received training in the above listed tasks and equipment. I agree to only perform tasks and operate equipment that I have been trained on and signed off on by my supervisor.

Employee Signature

Supervisor Signature

**Green Tree Golf Club
Safety Training Attendance Sheet**

Date_____

Safety Topic_____

**I attest that on this date, I participated in the
the safety training session listed above and
that I understand the information presented.**

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



SUMMARY



- You are only as good as your team
- People have a need to advance in most cases
- Great managers provide a path for advancement
- Your success depends on the success of your staff!





Thank You!



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