



THE NEWSLETTER



February 2015

of the **Golf Course Superintendents Association of New England, Inc.**

Sponsors and administrators of the Troll-Dickinson Scholarship Fund – Awarded yearly to deserving Turf Management Students.

GCSANE President's Message

Dear fellow GCSANE members:

This being my first President's message, I'd like to take a minute and thank you all for providing me with the opportunity to serve as your 45th President. As I mentioned at the annual meeting last month, this was not a position I sought when first arriving on the GCSANE board 8 years ago. It becomes clear over time this role would provide an opportunity to help grow and strengthen the organization on a number of levels while working with a board of directors who share the same vision. Being one of the largest and oldest organizations of its kind, GCSANE has established many long term and close relationships with our industry peers and allied organizations. I'm greatly looking forward to furthering these relationships and beginning many new ones.

Behind the scenes we're in very good hands both operationally and fiscally. Through the efforts of a dedicated board along with our highly devoted association manager Don Hearn, we've continued to raise the bar each year from both efficiency and cost control perspectives. As a result, GCSANE has a favorable cash position to help ensure liquidity during times of need or transition between fiscal years. Our two charitable funds currently hold balances in excess of \$125,000 each, which are to be utilized for scholarships and aid to members during times of hardship.

Going forward, we will be looking to create new and exciting opportunities for the GCSANE membership with regard to our meetings and their content. Last month's annual meeting at Fenway Park was one of the best attended events in association history. We do not take this fact lightly or for granted. Much effort went into the planning and execution of the day in hopes of providing a first class event for our membership. I'd like to pass on special thanks to all those who attended, our sponsors, the folks at Fenway, and especially our education chairman, Brian Skinner, for his tireless efforts to make the event one to remember.

Finally, every winter I manage to digest 10 books or so (not of the coloring variety) to help pass the time and serve as important learning tools. If you're so inclined and need new material for your personal or professional library, I offer up *The Happiness Advantage*, written by Shawn Achor. A good friend recommended it to me several years ago and I find myself constantly going back for a re-read. Its highly entertaining, informative, and beats the heck out of shoveling snow.

Wishing you the best of luck and success in 2015 and beyond. ❖

Michael D. Luccini CGCS
GCSANE President



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From the Editor...

Last month we had a survey in the Newsletter that required readers to copy the link, paste it into their browser and take the survey. I now know that that just doesn't work. We had 9 responses in total. Thank you to those 9 participants but I get the message, we won't do that again. I would strongly encourage you all to take the survey that the MGA and GCSANE have put together, which is described in an article written by Becky Blaeser in this same edition of the newsletter. It will be an important tool for our industry in this region.

Last month I mentioned that we would have a "Friend of the Association" profile each month. There seems to be some interest among the association Friends so I am hoping that it takes off. If your company doesn't want to write anything I may be calling you for an interview, so be prepared! As always, I am looking for feedback and suggestions to keep your association's Newsletter enjoyable and read by most of our members. If you have anything you would like to see please let me know by contacting me at gcormier@nashawtuc.com. ❖

Greg Cormier, CGCS

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New England Regional Conference and Trade Show!



What a week to pick to have a trade show in Rhode Island. After spending the last 10 months preparing for our 18th annual Conference and Trade Show, I was feeling pretty good about our plans right up to Saturday Morning on the 24th with more than 1100 pre-registered for the show. We then saw the development of one of the biggest storms to hit the Providence/Worcester area in a long time. Nothing in the past 18 years has nearly come as close as this storm did in shutting us

completely down. Speakers have already been flying into Providence and exhibitors had been organized for early move-ins to accommodate the challenges of opening such a big event in only one move-in day.

Monday's forecast was as good as we expected, the rest seemed like hyped speculation at first, but began to grow into what can only be termed "b---ugly" for Monday night and Tuesday. What to do? This is not something we can just postpone or send everyone's money back as most of our expenses come before anyone arrives onsite. Besides, we are mostly all New Englanders....we can take it! As we worked our way through Monday planning to host more than 400 seats in 10 seminars, we were hoping for improved forecast updates. Instead, we got Mayor deBlasio talking about

an "Epic Storm" approaching New York and flights being cancelled all through the northern east coast. At this point we had to make some decisions and did not want to put anyone in a dangerous spot. Travel would be restricted by the weather, but by how much? When the Mass. and RI governors decided to announce a state of emergency and then issuing travel bans for Tuesday, it became obvious that the trade show would not be ready to open on Tuesday. So immediately, we announced the trade show would not be open Tuesday, that the USGA day would go on as planned with many staying the night in Providence, our Keynote Speaker who would not be able to travel from Boston with the ban and that we were still hoping for at least a partial Sports Turf Program scheduled for that day. We posted that the trade show would open at noon Wednesday, hoping that everyone who still needed to get there would be able to travel and be set at 12noon. Some speakers who were already here were looking for ways out of town before the storm arrived others were delayed in stopover cities waiting for the next flights. Meanwhile, the convention center was trying to get answers from us on what was going to happen to all the food we had ordered for the week? Speaking of tight spots.

The storm hit, but it did not seem so epic in Providence at first. Winds kicked in that complicated things that night and the travel ban helped to keep people off the streets and out of the ways of plows. This seemed a great advantage that could help to get roads cleared and open for Wednesday. Planes were waiting for the runways to be cleared and resumed their routes on Wednesday morning. Thanks go out to the USGA and Mary Owen for making the best out of a

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stormy situation and for those that hung in there for the Tuesday program was appreciated. Our hopes were still up that Wednesday would be doable as long as the storm didn't linger and speakers and attendees could get in at least for some of the day. Crowds were thin, our programs had to be adjusted, but we went through the morning still hoping for arrivals. Snow reports were impressive especially as Worcester recorded its deepest single storm accumulation in history at 34.5 inches. Just what we wanted to hear! Providence was in an eerie silence as business was not as usual in the capital city. Hotel restaurants had nearly 2 hour waits at one point.

Wednesday did finally come. Educations programs had to be altered and volunteers were filling in for empty speaker spots. David Rosenberg was directing the trade show's preparation as it was progressing with the hope that it would be open at 12 noon and it did! A few speakers actually did get in on Wednesday. One who was stranded in Michigan, did his presentation at a later time that day by computer from his home. Food is a custom on the trade show floor during our opening, so attendees and exhibitors were welcome to a show floor reception with the hopes of conveying appreciation to everyone who was there. Education proceeded through the afternoon and the show ended with the auction to one of our smaller groups but was still a very successful event. Manny Mihailides and Danny Calise, our auctioneers, where a little snow is no match for a Foster resident, made it down and entertained buyers! Things did wrap up that night over at the Omni where a sponsored reception by Harrell's and Syngenta was greatly appreciated by many before dinner.

So, this brings us to our concluding day, Thursday. Education and the trade show was mostly back on schedule. Our hopes were that others who could not come on Tuesday and Wednesday would show up to take advantage of our last day. Some did actually, but many never made it. We tried to thank everyone for making the week the best we could. Exhibitors and sponsors, we thank you all for making the best lemonade we could out of the lemon of a week we had! One of our heroes, Dr. Pat Vittum, had been recognized earlier for receiving this year's USGA Green Section Award, went from not being on the program at all, to substituting in 4 places during the week! That's dedication! Mary spent three days revising and re-revising the education programs but miraculously kept it moving. Others had to sacrifice travel schedules and time to be a part of our program. For everyone it was a tough week, but nobody worked harder than the people at the convention center to make it work for us, and we sure appreciate them for that. For all attendees we are glad you made it and for your support of our decision to keep the show going. We hope everyone got something out of the show at some point. We had to do a lot of cutting and pasting, more cutting unfortunately, but we did get it mostly done! As we look forward to our next year, we will consider what we can do to lessen any losses from our 2015 experience. For myself, I have learned my lesson, no more snow scenes on the cover of the brochure! Let's hope for an early spring! ❖

By Gary Sykes, Executive Director



Save the Date: April 20th, 2015
The 11th Annual Joseph Troll Turf Classic
TPC River Highlands Golf Club, Cromwell, CT
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Honoring Dr. William Dest, Professor Emeritus University of Connecticut



TPC River Highlands is a private golf club located in Cromwell, Connecticut, which is a part of the Tournament Players Club network operated by the PGA Tour. The club was founded in 1928 as Middletown Golf Club and became Edgewood Country Club in 1934. In the early 1980s it was bought by the PGA Tour. The golf course was redesigned to TPC standards by renowned golf course architect Pete Dye, and reopened as the "TPC of Connecticut" in 1984. The course underwent further remodeling in 1989, this time by Bobby Weed in consultation with tour pros Howard Twitty and Roger Maltbie, and renamed the "TPC at River Highlands".

Thoughts From Your Association Manager

Over the past month I've had the pleasure of attending two events sponsored by Friend Members of our Association. They were well attended and informative. The first was the Allied Association Education



Summit promoted by the New England Club Managers Association (NECMA) and held at the Wellesley Country Club, January 15. Syngenta presented the event and the featured speaker was Walt Osborne, Key Account Manager for Syngenta. He offered a global perspective on golf. Other speakers represented various aspects of club operations and spoke about ways to fund capital improvements and equipment purchases, boost rounds of golf and increase profitability. Melissa Gugliotti, Syngenta's regional representative was present to welcome attendees.

The second event, sponsored by Tom Irwin, Inc., was held at Gillette Stadium, January 21. This day was about selling yourself, increasing confidence and



how to promote your ideas in a way that helps make you successful. In other words, how to communicate your value. The facilitator was Randy Jones, a dynamic force of energy who kept the attendees riveted on his message. This was a learning experience enjoyed by all the attendees.

Thank you to the New England Club Managers Association and Tom Irwin Inc. for inviting me to their seminars.

The New England Regional Turfgrass Conference and Trade Show, commonly referred to as the Providence Show, is now known as the Providence Snow! It's such a shame that so many people put so much time into the event and so few attended. It was no one's fault. The weather was the culprit. Forecasted heavy snowfall coupled with a travel ban reduced the attendance dramatically. Even so, there were a number of companies that were able to set up their booths and have their representatives on the show floor. I've put together a collage that I believe shows representatives of all the companies that made it to the show who are supporters of the GCSA of New England. Thank you for your continued support. (Please see collage on next page.)



Pat Vittum flanked by Kim Erusha and Bill Katz.

I attended the USGA Annual Meeting in New York City, February 7, 2015. This is where the presentation of the USGA service awards are presented during an evening dinner. I was there to see Dr. Pat Vittum receive the prestigious Green Section Award, which was presented by Kim Erusha, Managing Director of the USGA Green Section and Bill Katz, a former member of the USGA Executive Committee. Pat gave a wonderful acceptance presentation and put everyone at ease with her mastery of the microphone and humorous tales.

Many of Pat's friends and colleagues were there to lend support and recognize her for all she's done for our profession. Most of you know Pat as a renowned researcher, lecturer and teacher. Few know the tremendous breadth of her abilities. She attended the College of Wooster (Ohio) where she was elected a member of Phi Beta Kappa. She's also in the school's Athletic Hall of Fame. She starred as a member of the field hockey, basketball, tennis and volleyball teams. She's been a field hockey and lacrosse official for over twenty years. In addition, she plays golf.

Lest you think athletics and entomology are all she has in her bag, think again. She plays the flute. She's a singer and has traveled to Spoleto, Italy many times with a group called the Umbrian Serenades. She loves the outdoors and has visited many of our National Parks. She loves to hike and has been on numerous hikes in New Zealand where she's enjoyed four sabbaticals. And – she's a truly wonderful person! ❖

by Don Hearn

New England Regional Turfgrass Conference and Show 2015



Working with People You Just Can't Stand

You might genuinely dislike someone you need to work with, but you need to find a way to co-exist. During my years as a superintendent I remember only one green chairman I just couldn't stand. It wasn't pleasant working with this person, but I didn't have a choice that made any sense. I've had to work and cooperate with many people during my years as a superintendent and have left meetings shaking my head at some of the remarks, thoughts and strategies expressed with extreme seriousness by people I had to work with.

There may be no shortage of good reasons for genuinely disliking someone you deal with, but unless the person is crossing serious ethical or legal boundaries, you have to find a way to coexist. If you don't, your own existence could be at stake.

When you have unaddressed negative feelings for your boss, it can consume you so that you lose focus on doing good work. You might make an excuse for not attending a meeting because you can't stand the thought of collaborating or being in the same room with that person. Or you might suppress your feelings for so long that they finally burst over a minor difference, leaving you looking as uncooperative. Don't think for a nanosecond when the word gets out that you and your chairman had a blowout that you'll be supported. I won't happen.

How can you learn to work effectively with someone you just can't stand?

LOOK IN THE MIRROR

A good first step is self-reflection. Consider how you might contribute to the problem. Try to assess what you may have done to escalate tensions. Ask a colleague for perspective.

When confronted by the prospect of working with someone you dislike, consider the history of your relationship. Did it start out good and get bad? Try to identify why exactly you don't like this person. Work to isolate what's keeping you from being less than your best self. This is easier said than done since, in many cases the chairman you're working with was probably known to you before his or her appointment to the position and this has created a perception of who the person is and what the person represents.

GET TO KNOW THE PERSON YOU DESPISE

Sometimes the root of the problem is you just don't know the other person. Give him or her the benefit of the doubt. Try a change of scenery. When we see people as three-dimensional — they have families, friends, and interests outside work, it's often the opening to finding them more pleasant to work with.

CULTIVATE EMPATHY

Even if your chairman genuinely annoys you, put yourself in his shoes. If you find that he seems hostile in every meeting, consider why he might act that way. Is it possible he hasn't been consulted about decisions? Were his ideas rejected? I had a green chairman who, when we started to get a bit testy with each other, would remove all the tenseness by telling me "I want it because I want it." End of story. We'd smile at each other then talk about the next point.

Empathy — understanding someone's feelings — gives you insight that might help you fix what's wrong. If these efforts don't work, you'll need a different strategy. Prepare yourself for two possible, and opposite, approaches.

If you've fallen into a negative pattern with the person you can't stand, you need to disrupt the cycle. Be conscious of how you treat the person. Are you civil? Does your voice stay calm? Do you roll your eyes? Your behavior may have helped make the dislike mutual.

So take the high road. It's hard for people to be annoyed by someone being nice to them. Be helpful. Praise the person's ideas when you think they're good. I know this isn't easy, but it's a practical way to try to change the situation

WHEN YOUR COLLEAGUE IS MORE THAN A JERK

If you doubt someone's integrity, intentions, and ethics, it's time for a more formal approach. This may be for someone who doesn't tell the truth, takes credit for things that never happened, tries to get you to do things that are not legal and is just not a nice person (yes, these people exist). Other people may be struggling with that person, too. If this person's actions might cause legal action against you or your employer, then you have no choice but to make a record of the person's actions and bring them to the attention of the club president, owner, or entity that controls the day-to-day operation of the club or course.

CALM DOWN

You don't have to like someone who rubs you the wrong way, but you don't have to go insane over it, either. If it's something you can let run off your back, that's what you should do.

Daily squabbles can wear on you, but keep the long view. You never know when your paths will cross again. ❖

By Don Hearn



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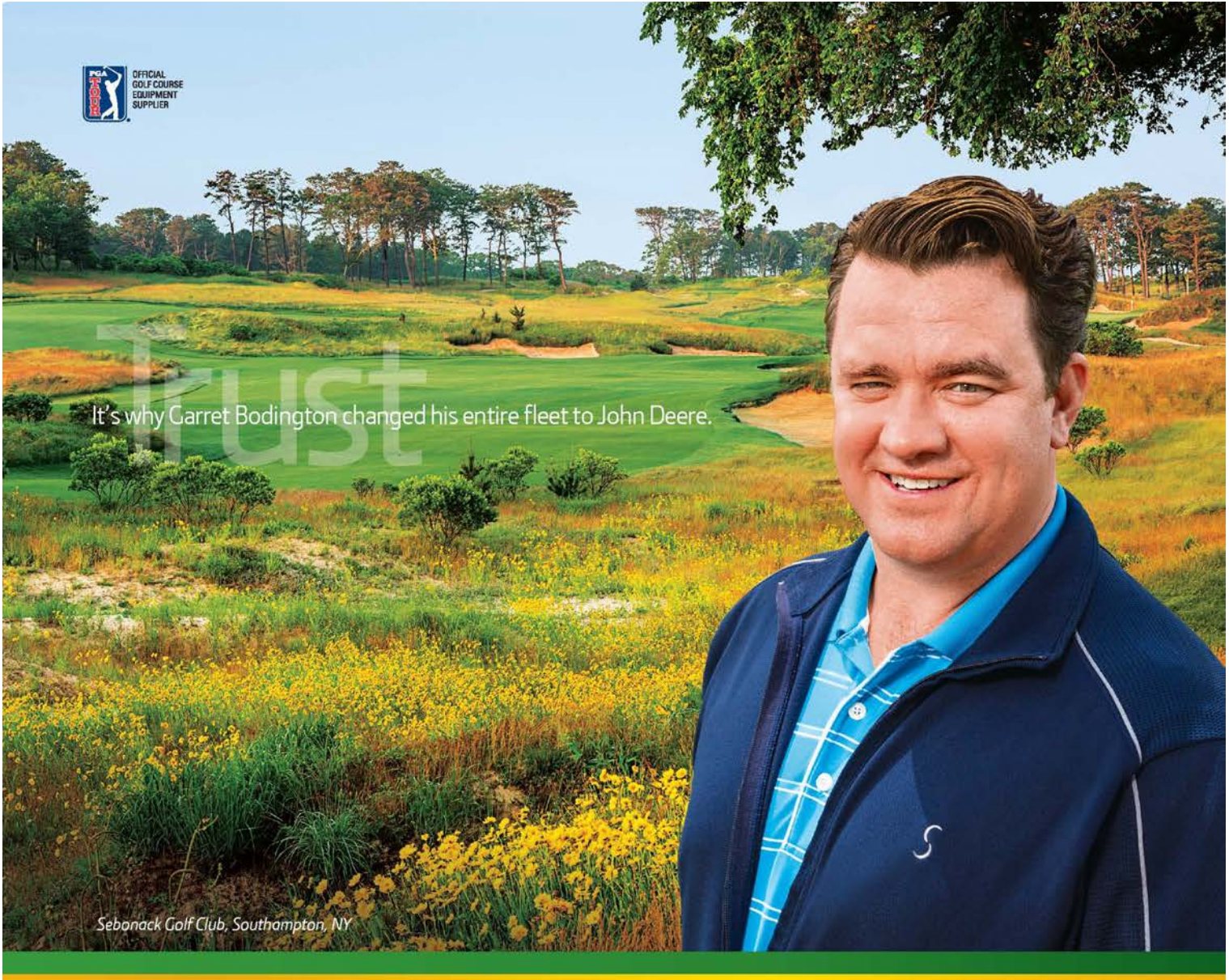
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Kevin Doyle - GCSAA Updates



As of the writing of this article, the snow blower has just been put away and the snow continues to fall. That does not exactly narrow down the timeframe much does it? This winter came in like a lamb, and apparently Mother Nature is trying to make up for lost time. This time of year may give something to look forward to. In just a short time, many in the

Northeast will attend the Golf Industry Show, very much looking forward to San Antonio. With temperatures in the 60 -70 degree range, it will be a welcomed respite from the snow. But as we prepare to visit the home of the Alamo, perhaps this is a good time to remember not just the Alamo, but the Buffalo!

Think that is a strange reference? Imagine this; areas of Massachusetts have recorded over 40 inches of snow in the last two weeks. The folks just south of Buffalo recorded that in just two days, with some spots in the region topping off at seven feet in just four days in November.

I had the pleasure of visiting four Buffalo area superintendents the same day winter storm Juno began to dump snow on the greater Boston area. "I've never seen anything like it. It was scary" was the opening salvo from Drew Thompson superintendent of East Aurora CC, and 20 year member of GCSAA. Thompson was the winner in the snow total sweepstakes having accumulated six feet at his home, and seven feet at the course. Joining Thompson were superintendent colleagues Gale Hultquist, CGCS, of Wanakah Country Club and a 37 year GCSAA member, Robert Kelly, CGCS, of Orchard Park CC, a 24 year GCSAA member and Eric Tuchols of Harvest Hill GC, an 11 year GCSAA member, all of whom put their course totals at or near five to six feet of snow.

The weather event was confined to a path about 12 miles wide and began on Monday night, November 17th. The final snowfall stopped during the afternoon to evening of Friday November 21st. A rare weather pattern of very cold air moving across the warm water of the Great Lakes created the flow of moisture. The fact that the wind direction hardly ever shifted kept the bulls-eye on the area just south of Buffalo, and nowhere else. Tuchols got three inches of snow at his home less than 20 miles from Orchard Park, the golf course location. "I got a dusting and when I drove into it, it was holy cow!" He notes that he was stopped by police and the National Guard on his way to the course. Thompson's description of his commute to the club on Wednesday was a little more colorful, "It was apocalyptic. There were abandon cars all over the road, it was eerie." Stories of overnight stays at the maintenance buildings, buried plow trucks, and course related tales put the scope of the weather phenomenon into perspective.

Meanwhile, New England continues to get pelted with snow, and stories of the challenges faced by others won't lighten the mood. What it might do is shed some light on the perseverance necessary to not only survive but to thrive as a golf course superintendent in the Northeast region. Look for the complete story about our colleagues in Buffalo soon on my blog at: <http://www.gcsaa.org/community/regions/northeast/>. I hope to see you in sunny San Antonio, and don't look forward to the shoveling I will probably have to do upon my return to New Hampshire.

GCSAA Resources and Deadlines

you Get Cool Stuff from your Association Already:

It Is Scholarship Time!!!

Scholarships have been a part of the EIFG's focus since 1955 when the organization was first founded as the GCSAA Scholarship and Research Fund.

Scholarships funded by the EIFG provide financial assistance to students who are pursuing a career in golf course management, future researchers and educators, as well as children and grandchildren of GCSAA members.

For turf students

[GCSAA Scholarship Competition](#)

[Dr. James Watson Fellowship Program](#)

For GCSAA members

[Garske Collegiate Grant Program](#)

[GCSAA Legacy Awards](#)

Other opportunities

[Valderrama Award](#)

[Royal Spanish Golf Federation Scholarship](#)

Click here to download the GIS mobile app

Put the Golf Industry Show in the palm of your hand with GIS 2015 – a smartphone application that will streamline your experience in San Antonio. Everything you need to know about the show is available right on your phone.

2015 MVT nominations open

Does your turf equipment technician deserve a day in the sun, a tip-of-the-cap for all the hard work and the vital behind-the-scenes role they play in the success of your golf facility? If so, then nominate them for GCM's Most Valuable Technician (MVT) award program, presented in partnership with Foley United. Submit your nomination by March 27. Click on the headline above to try and bring the MVT to the Northeast region for the first time!

GIS Silent Auction now open for bids

Save on items for your course with the online GIS Silent Auction. More than 100 items are available for you and your golf facility, all donated by our generous industry partners to benefit the EIFG. Bidding closes on March 9. You can also stop by the Silent Auction display in the Association Clubhouse at the Golf Industry Show.

Upcoming FREE webcasts:

[Mar. 18: Triple Trouble Series - Part One: Shade](#)

[Mar. 25: Triple Trouble Series - Part Two: Drainage](#)

[Mar. 26: Water Quality of Virginia Golf Course Streams – A case study](#)

[Apr. 1: Triple Trouble Series - Part Three: Air Movement](#)

[Apr. 9: Phosphite: Fertilizer or Fungicide? \(or Both\)](#)

Again, if I can be of any assistance, please feel free to contact me. ❖

Kevin Doyle, GCSAA Field Staff

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DIVOT DRIFT... announcements ... educational seminars ... job opportunities ...tournament results...and miscellaneous items of interest to the membership.

ANNOUNCEMENTS

Our condolences are extended to the Childs Family on the passing of Bob Childs, recently retired UMass Extension Entomologist who passed away on January 30, 2015.

Our condolences are extended to the Gordon family on the passing of Joe Gordon, Boston Herald sports writer, on February 8. Joe Gordon was a long time Honorary Member of the GCSA of New England and was very helpful spreading the word about what we do and how we do it.

Congratulations to Harris and Jenna Schnare on the birth of their daughter Alexa.

Congratulations to Ben and Melissa Haringa on the birth of their son Ivan.

Congratulations to Mark Richard, CGCS GCSAA certified golf course superintendent at Kirkbrae Country Club who has recently completed the renewal process for maintaining his status as a Certified Golf Course Superintendent (CGCS) with the Golf Course Superintendents Association of America (GCSAA).

Nor'Easter Reception at GIS:

Please join us for this event ...

Date: Wednesday, February 25

Place: Howl of the Moon, (dueling piano bar)

Time: 6:30 PM - 9:00 PM. 2015

Howl of the Moon is located within a short walk from the convention center on the river walk. The event will include a call brand open bar, passed appetizers, and food stations. The food will be catered from The Hard Rock Café, located next door.

Nor'Easter Ski Day 2015:

The Nor'easter Ski Committee has things up and ready to go for the 2015 Nor'easter Ski Day on March 5th at Killington Ski Resort. All the information and registration links can be found on the front page of the VTGCSA's webpage at <http://www.vtgcsa.com/>. You can register anytime starting now!

As in the past, *The Newsletter* continues to invite Affiliate members to submit a press release about new personnel, new products or a company bio. We will print each and every release **free of charge**. This is a great way to advertise for free. Who said nothing in this world is free? Free advertising to better your company, wow what an offer.



The GCSANE, GCSACC and Massachusetts Golf Association (MGA) have come together to produce a New England Green Section Golf Course Operations Survey.

The results from this pilot program will serve as an invaluable resource for clubs preparing 2016 budgets as it will provide an overview of the components of an overall maintenance budget. It will also assist superintendents in managing and understanding key areas and variables that impact a club's maintenance budget.

Superintendents from across the state are encouraged to take part in the survey. The survey will take approximately 15-20 minutes to complete. Individuals who complete the survey will receive a complete copy of the data as well as a list of clubs that participated in the survey.

The survey taker's name will not be published and the affiliated club name will not be attached to any specific data. Rather, we will compile the responses and present a summary of each data set broken down by annual maintenance budget.

Those who do not participate in the survey will have the option of purchasing a copy of the survey for \$50. It is important to note that the purchased survey will not include the names of the participating clubs and may not include certain data that may be specific to a certain sector of participating clubs.

Any questions about the survey can be directed to Don Hearn, association manager of the GCSA of New England, at donhearn@gcsane.org.



GCSANE Offers Website Banner advertising at www.gcsane.org

The price is \$500 for one year which will be re-occurring annually from your first billing unless otherwise specified.

For more information, please contact Kris Armando at 508-745-8555 or karmando8@gmail.com

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