



THE NEWSLETTER

April 2014

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

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Superintendent Profile: Nate Henry Pleasant Valley Country Club

Nate Henry got his start in the golf business not unlike many of us. He needed a summer job. His path there however is what differs from most.

Nate was born in Rutland, Vermont. For the first fourteen years of his life he lived in Castleton, Vermont and moved to Windsor in eighth grade where he graduated from high school. He grew up like most playing sports such as soccer and basketball.

Nate's first experience in the golf course business was at a par three course in West Lebanon, New Hampshire called Fore You Golf Center. Nate would run the cash register, pick balls on the range and he even helped re-carpet the mini golf course one summer. Nate said "it was more like laying carpet than taking care of grass" when he talked about putting a new surface down on the miniature golf course. As Nate spent more time at Fore You he took an interest in what was going on with the par three course. Nate credits Rich Parker who was the Pro at the time for getting him outside and showing him the way around.

When it came time for Nate to go to college he attended Umass Lowell and then Worcester State. Nate first started pursuing a degree in sound recording and then communication. He knew something was missing. The golf course was where he wanted to be.

He tried other jobs. Nate worked a lot of department store jobs which he did to get by. There was one where he only lasted one night! He "hated" it he later said as he talked about restocking merchandise on the racks. One of the retail jobs that he spoke of in the highest regard was at a video game store. He worked there nights for several years. Nate said "the ironic part was that I was titled a Game Advisor and I rarely ever played video games!"

Nate started on the grounds crew at Pleasant Valley Country Club in 2003. He attended winter school at Stockbridge and got his certificate. He said the things he likes most about working on a golf course is "being able to work outside and to work in such a beautiful environment." As time passed and other assistants came and went, Nate moved up the ladder and was promoted to Assistant by then Superintendent Don D'Errico. "Donny taught me a lot and I am certainly grateful."

In the fall of 2012 Nate got the word that Donny was leaving Pleasant Valley for Spring Valley. Nate knew he wanted a shot at being Superintendent. He interviewed with the fairly new owners of PV and he got the nod.

Nate admits that there are challenges to being Superintendent but he actually enjoys that challenge and pushing himself.

Nate acknowledged the fact that current Pleasant Valley head Professional Paul Parajekas was very helpful in Nate's inaugural season. He also said area Superintendents as well as Sales Representatives offer help and advice as new challenges arise. One of those challenges has been losing the title as "the kid" at Pleasant Valley. Nate is not exactly a "kid" at 34 but thinks that because he has been there for over 10 years they still perceive him as the kid he once was when he started there. Nate additionally stated he would like to converse with the members more on an informal and social basis but struggles to find common ground at times.

Nate's personal life is something I found interesting as well. As it turns out Nate has been doing Yoga in a 100 degree room. He said "you basically sweat your face off." Nate said he finds it relaxing because he concentrates so much that he can't think about anything else. Something else Nate likes to do outside of work is collecting comic books. Nate admits he hasn't had these hobbies for long but it helps ease his mind when he is away from the golf course. He told me when he is far away from the course he would like to get back to Curacao where he and his wife honeymooned or to visit Misquamicut Beach in Rhode Island.

On weekends Nate likes to spend time with his immediate family and extended families. Nate is married to his wife Courtney. Together they have two daughters Layla and Molly. They share their home in Millbury with their new dog and a cat.

As Nate and I ate our lunch I asked him what his favorite food was. He pointed to his plate which had a few scraps of corned beef and cabbage left. He told me how he used to drag his wife to this same particular restaurant on Thursdays for their corned beef and cabbage. Then he said "and anything with maple syrup!" Like the old saying goes, "you can take the boy out of Vermont but you can't take the Vermont out of the boy."



Respectfully Submitted
Tom Albert



Nate Henry

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President's Message

It seems that spring has finally arrived after what was a very long winter that featured heavy snow, flash freezes, ice formation and significant temperature fluctuations. It seems these weather patterns have left their marks on courses throughout the region in the form of injury from anoxia, crown hydration and direct low temperature. The USGA Northeast regional updates have chronicled these events and their web site provides a clearing house of sound information that can be used to communicate with our club officials and golfers. Hopefully by the time you read this we will all be well on our way to recovery and preparing for the summer.

We are pleased to announce that plans are being finalized for a GCSANE Field Day at Blue Hill Country Club on June 9th. Brian Skinner, Mark Casey, Jason Adams and Don Hearn are putting together what should be an informative and educational program. The Field Day will provide an opportunity for our Friends and Affiliate members to showcase and demonstrate their equipment, product and services. Attendance is open to all GCSANE members, and we will be extending the invitation to our allied organizations as well. We also intend to hold the event at little or no cost to those presenting or attending. The demonstrations will range from aeration equipment to GPS guided sprayers to bunker reconstruction and will be staged on several holes of Blue Hill's Challenger course throughout the day. Refreshments will be served and representatives available to discuss their products and services. A complete agenda and details will be available soon. If you are a superintendent member and are not able to attend, please consider sending one or more of your assistants, equipment manager and or mechanic. The more the merrier!

I think most would agree that the working relationship between the Golf Professional and Golf Course Superintendent is important to the overall success of a facility. For the first time in many years, members of the GCSANE board recently met with its counterparts on the current NEPGA board. The purpose of the meeting was to establish communication between our groups and to discuss ways we might further our relationship and each other's success. It was impressive to hear from the golf professionals how much they value what we do and how they want to work with us. I hope the future will bring the development of some more concrete ideas on how we can achieve that.

Participation in our Partner Promotion Program has already exceeded that of last year and we thank our Friends who have signed on. Credit for the success of this program goes to Mark Casey, Jeff Urquhart and Don Hearn. Members of the Partner Promotion Program can be seen at our web site and on promotional materials at our meetings. Please contact Don Hearn if you are a Friend member interested in learning more about the program.

Our next meeting will be held at Worcester Country Club and hosted by Jason Harrison. We are looking forward to joining our friends from the Rhode Island chapter for this event on

May 5th. Best of luck to everyone for a successful year and I hope to see you at one of the many events and meetings in the near future. ❖

Mark Gagne
GCSANE President



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GCSA of New England TO PROMOTE DEMONSTRATION DAY

Environmental sustainability in today's world is the responsibility of everyone. Best Management Practices demonstrate a turf manager's commitment to sound and environmentally sustainable ways of maintaining a property or facility.

With that in mind, The Golf Course Superintendents Association of New England will be sponsoring a demonstration day **June 9, 2014 at the Blue Hill Country Club in Canton, MA.** Demonstrations will range from aeration equipment to GPS guided sprayers to bunker reconstruction and will be staged on several holes of Blue Hill's Challenger course throughout the day.

Complimentary coffee and lunch will be served and representatives will be available to discuss their products and services.

There will be no strict adherence to an agenda. The day will be free flowing and continuous.

**Hours are 9:00 a.m. to 3:00 p.m.
There is no cost to attend**

If you would like to attend and are not a member of the GCSA of New England, please send an email to: donhearn@gcsane.org and type "Demo Day Yes" in the text field.

Members of the GCSA of New England will be sent a separate notice and registration link three weeks before the event date.

REGISTRATION DEADLINE IS NOON, FRIDAY, JUNE 6, 2014

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EPA Releases "waters of the U.S." Rule

The U.S. Environmental Protection Agency and U.S. Army Corps of Engineers jointly released a proposed rule to "clarify" protection under the Clean Water Act (CWA) for the nation's streams and wetlands. Determining CWA protection for streams and wetlands has been confusing and complex following Supreme Court decisions in 2001 and 2006. Approval of the rule could dramatically expand federal jurisdiction over waters and wet areas in the U.S. and make most water bodies on golf courses fall under federal jurisdiction and CWA permit programs.

Listen to an overview of this issue and its impact on golf facilities from the April 16 GCSAA Government Relations Quarterly Briefing. GCSAA's National Golf Day delegation will share their concerns with the proposed rule with members of Congress.

GCSAA Public Comments

- GCSAA will submit comments to the EPA regarding "The 2014 and 2015 Critical Use Exemption from the Phase-out of Methyl Bromide." GCSAA has the opportunity through this proposed rulemaking to let the agency know when an "emergency use" of methyl bromide might be needed in the future at golf facilities.
- In addition, GCSAA will submit public comment on proposed spray drift guidance from the EPA that describes how off-site spray drift will be evaluated for ecological and human health risk assessments for pesticides. The EPA is seeking to strengthen its protections for people and the environment from exposure to pesticides that drift from fields to nearby areas, including homes, schools and playgrounds. ❖

A Thank You to all Partnership Promotion Program Sponsors

With the winter behind us we can start ramping up for a great season. We are never alone in the battle against Mother Nature, golfers, politics and the everyday hurdles that are thrown at us. This is very apparent through the success in the second year of the PPP. The Friends and Affiliates of our Association are here to see you succeed. On behalf of the entire Board of Directors I'd like to express a very big thank you to those that decided to show their support through the PPP. These companies did not have to participate, but instead they unselfishly chose to in order to help you succeed in your career.

Jeff Urquhart
Membership Chairman

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Thoughts From Your Association Manager

Congratulations to two of our members for being recognized in the March 2014 issue of *Golf Course Industry* magazine. Jason Adams submitted an article showing a testing device used at the Blue Hill Country Club in Canton, MA. The prototype was developed by Jason many years ago and was recently built by assistant superintendent Alex Martin. This is a simple and very practical device used to test sprinklers using compressed air and electricity to simulate operating conditions for sprinklers. Take a look on page 8 of the online issue.

On page 9 of *Golf Course Industry* you'll see that Jason VanBuskirk, superintendent at the Stow Acres Country Club in Stow, MA was awarded an honor in the Best Blog category in the magazine's 2014 Tweet Up & Social Media Awards. Jason has been updating his wife Gloria's (Glo's) progress from the day she arrived in the hospital mid December 2013 to the day of discharge April 15, 2014. Jason's blog has been an inspiring story of his wife's struggles and victories and life with his children without Glo, their family and friend support team, and the wonderful medical and rehabilitation specialists who have helped Glo return home. Click on this link bidmcyvb.wordpress.com/weblog where you can view Jason's blog and video on Glo's discharge day.



Representatives of the GIA (Green Industry Alliance) who attended Ag Day at the State House. From left: John Bresnahan, Steve Coswell, Jim Favreau, Pat Vittum, Karen Connelly, Greg Cormier, Peter Rappoccio, Steve Boskanski, Phyllis Hodge, Greg Nicoll, Andrew Nicoll, Joe Szczehowicz, Don Hearn



Presenters at the New England Green Section Seminar: From left; Tom Bagley, MGA Vice President; Jim Skorulski, USGA Sr. Agronomist; Jesse Menachem, Exec. Director, MGA; Jim Remy, Past President, PGA of America; Dave Oatis, Director, USGA Green Section Northeast Region; Adam Moeller, USGA Agronomist; Paul Blanus, Supt. Charles River CC; Gary Sykes, Exec. Director, New England Regional Turfgrass Foundation; Peter Costello, MGA Executive Committee; Scott Whitcomb, Director of Field Operations, MGA

The New England Green Section Seminar, held at the Andover Country Club, March 25, was a successful event packed with useful information for all who attended. The event attracted club officials, owners, managers, golf professionals, superintendents, staff members and others interested in the various aspects of course management. Paul Blanus, superintendent of Charles River Country Club gave a fascinating presentation on a green rebuild. The high tech equipment used was very interesting and created a buzz about tools we can use for projects on our courses. Members of the Golf Course Superintendents Association of America who attended were awarded .35 credits.

The Green Industry Alliance of Massachusetts (GIA) attended Ag Day at the State House March 26, 2015. Representing the GCSA of New England were Peter Rappoccio, Chairman of the GIA Committee, Greg Cormier, John Bresnahan, Jim Favreau, Greg Nicoll, Andrew Nicoll and Don Hearn.

This is the day each year when representatives from all the Green Industries visit the State House to meet with their legislative representatives, and others to express our concerns with issues

that may have an effect on our industry. Representatives from the GCSA of New England also met with Steve Boskanski, the legislative agent of the GIA, prior to our trip to the State House.

Items on our agenda that we support are:

S.342/S.2021 – An Act Relative to Landscape Sprinkler Systems Sponsor: Sen. Stephen M. Brewer (D-Barre)

This bill would require all new and renovated lawns to use rain sensors or other system interruption devices to conserve water and prevent unnecessary use and runoff.

S.373 – An Act Relative to Sustainable Water Conservation Practices Sponsor: Sen. Thomas P. Kennedy (D-Brockton)

This would require irrigation contractors to meet initial and ongoing educational requirements and to register with the state.

Items on our agenda that we oppose are:

Direct Supervision Regulations (333 CMR 10.07)

Sponsor: The Department of Agricultural Resources

Proposed regulations add new paperwork requirements. Regulations don't recognize or take technology into account. Proposed regulations are overly burdensome.

Fertilizer/Nutrient Management Regulations (330 CMR 31.00)

Sponsor: The Department of Agricultural Resources

Current law states that regulations shall be consistent with UMass Extension research and materials. The proposed regulations go far beyond this standard.

The regulations are unnecessarily complex and should be simplified.

H.733 – An Act to Prevent the Use of the Most Dangerous Pesticides

Sponsor: Rep Kaufman (D-Lexington)

Imposes inefficient and duplicative state government actions. Limits the use of pesticides to agricultural settings.

These are very brief outlines of the bills and regulations we are interested in at this time. ❖

By Don Hearn

Legislative Update

National Golf Day and Government Relations Committee Meeting - May 19-21, 2014

The 7th annual National Golf Day is right around the corner. On May 21, industry leaders from GCSAA, Club Managers Association of America, National Golf Course Owners Association, PGA Tour, U.S. Golf Manufacturers Council, The PGA of America, United States Golf Association, World Golf Foundation and others will be in attendance to discuss golf's economic, environmental, charitable and fitness benefits to congressional, executive branch and agency leaders.

GCSAA's Government Relations Committee will conduct official business May 19-20 in Washington, D.C. The committee will help identify public policy issues that impact golf facilities and the superintendent profession. The committee will also review, develop and recommend to the GCSAA Board of Directors an annual GCSAA Priority Issues Agenda within the framework of GCSAA's overall business and public policy goals. Peter Grass, CGCS, chairs the committee and Darren Davis, CGCS, is vice-chair. ❖



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Kevin Doyle - GCSAA Updates



Are you hiding from positive feedback? Seems like a silly question doesn't it? But positive feedback seems to be a foreign concept in the golf course superintendent profession. Sometimes these kind verbal phrases are referred to as compliments. Maybe you have heard of them?

Sarcasm aside now, let me explain my opening question. As I communicate more directly with GCSAA members, I am often amazed by the lack of accessibility of superintendents on facility websites. The GCSAA database contains some information regarding you as members, but has hardly any details about your facilities. I typically find the facility on the web for general background information, including items such as accessibility (public/private), directions, or small course details. Inevitably I will try and find the superintendent on the website. I have found that there are surprisingly few superintendents even mentioned. Managers, club staff, golf pros, as well as others, are often prominently displayed, but not the superintendent. So I did a small study.

I looked up five members randomly from three chapters (Rhode Island, Cape Cod, New England), and went to their facility's website. I looked for a mention of the superintendent and direct contact information. I found that the superintendent was mentioned by name on seven of 15 websites. I also found three of the 15 had direct contact information for the superintendent. Surprising? In addition, four websites had direct contact information for multiple staff members, but not the superintendent!

Back to the opening question: Are you hiding from positive feedback? I think we have answered the first part with the above (very unscientific) study. It was a small sample size, but clearly it is hard for the general public to reach the superintendent. What about the positive feedback part? Well, let's face it; if someone has a negative comment it will be directed to anyone and everyone. It will undoubtedly get back to you no matter how difficult you are to contact. But what if someone has a compliment about the course or for you? If your contact information is readily available, they can send it directly to you. I suppose they could use a general contact for the club. Do you think you would receive that message?

Think about the communication tools available at your club, especially the website. Consider how they are affecting the flow of information, including potential positive feedback from golfers, guests or others. Advocate for yourself and, if needed, increase your level of self-promotion on the facility website. Perhaps you might happen upon some of those compliment things I mentioned earlier!

[GCSAA Resources and Deadlines](#)

Looking to advance your career and achieve the next personal goal? GCSAA offers a professional certification program that enables golf course superintendents to be recognized for their high level of achievement in golf course management. The professional designation, Certified Golf Course Superintendent (CGCS), is bestowed upon those who voluntarily meet the stringent requirements. Check out the webcast series to see if Certification is right for you:

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[GCSAA Grassroots Network - Building our Grassroots Army](#)

Advocacy is one of the most powerful ways to impact public policy. Successful association advocacy and lobbying efforts depend upon establishing strong relationships with elected officials. Ad hoc advocacy makes it hard to build strong, long-term relationships with elected officials and have a positive impact on policy decisions.

The GCSAA Grassroots Network is a new, dedicated group of GCSAA members who want to engage in the association's government relations efforts.

Being part of the GCSAA Grassroots Network gives you the opportunity to:

- Learn about legislative and regulatory issues affecting the golf course management profession
- Learn about GCSAA's advocacy activities
- Actively participate in the association's government relations efforts
- Communicate with your legislators about issues critical to the golf industry
- Learn about upcoming GCSAA Grassroots Network events
- Become part of a movement standing up for the golf course management profession and golf industry

Individuals in the GCSAA Grassroots Network also have the opportunity to serve as a [GCSAA Grassroots Ambassador](#). GCSAA will give its Grassroots Ambassadors personalized training on building relationships with Members of Congress.

[Leo Feser Award](#)

Are you doing something unique at your course that your colleagues would enjoy hearing about, or might benefit from? Why not write about it! The Leo Feser Award is presented annually to a GCSAA member superintendent in recognition of the best superintendent-written article in Golf Course Management magazine. This award is based on articles written for issues published in July of the previous year through June of the following year. All member superintendents who have an article printed in the magazine are automatically eligible for this award. The award is presented at the annual Golf Industry Show. ❖

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

Kevin Doyle
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How to Deal with Difficult People

Whiners, Know-It-Alls, and Steamrollers: Strategies to cope with even the most hard-to-take personalities.

This is obviously not an etiquette article, but one I thought you might enjoy, and, hopefully, find useful, so I'm including it this month.

We've all been there. There are just some people we can't stand! Perhaps it's the Whiner whose complaining drives you to distraction. Or it may be the Steamroller who makes you crazy—the person who pushes his ideas and never lets others get a word in. People like this can make your mission seem endless and stressful.

I attended club board meetings for twenty-five years and during that time I had to deal with and try to work with people who had these traits. It was the part of the job I looked forward to the least. But, just like dealing with a turf disease, I had to learn to diagnose the problem (the trait), try to find the cause (what was causing the personality) and treat the problem (come up with a solution to end the problem). I can't tell you I changed any behaviors and I can't tell you I dealt with them in a way that made both sides feel real good.

Every person has his own triggers when it comes to dealing with difficult people. Those triggers stem from your background, perspectives, and from your goals in the situation at hand. But there is good news. There are ways to deal with even the most difficult people that can bring out both their best and your best.

The first step, described by Rick Brinkman and Rick Kirschner in their book *Dealing With People You Can't Stand*, is to get to know your difficult person—to know what needs that person may be trying to fulfill that cause the problematic behavior. Successful superintendents listen carefully to figure out the underlying motives.

Generally, people in any given situation are task oriented or people oriented. Their concerns center on one of four goals: getting the task done, getting the task done right, getting along with people, or being appreciated by people. When they perceive that their concern is threatened—the task is not getting done, it is being done incorrectly, people are becoming angry in the process, or they feel unappreciated for their contributions—difficult people resort to certain knee-jerk responses. Responses range from the passive, such as withdrawal, to aggressive, such as steamrolling or exploding. The difficult person often does not recognize that his behavior contributes to the very problems that he is attempting to address.

Listed below are some behavior patterns often exhibited by people under pressure.

The Steamroller (or Tank): Aggressive and angry. Victims can feel paralyzed, as though they've been flattened.

The Sniper: The Sniper's forte is sarcasm, rude remarks, and eye rolls. Victims look and feel foolish.

The Know-It-All: Wielding great authority and knowledge, Know-It-Alls do have lots to offer, are generally competent, and can't stand to be contradicted or corrected. But they will go out of their way to correct you.

The Think They Know It All: A cocksure attitude often fools people into believing their phony "facts."

The Yes Person: Someone who wants to please others so much that she never says no.

The Maybe Person: Procrastinating, hoping to steer clear of choices that will hurt feelings, he avoids decisions, causing plenty of frustration along the way.

The No Person: He spreads gloom, doom, and despair whenever any new ideas arise, or even when old ones are recycled. The No Person saps energy from a group in an amazingly short time.

The Whiner: Whiners feel helpless most of the time and become overwhelmed by the unfairness of it all. They want things to be perfect, but nothing seems to go right. Whiners want to share their misery.

Just Get It Done!

Chances are you have had to deal with at least a few of these characters. These are not odd or weird people. They may even be you upon occasion. Everyone has the potential to be difficult given the right, or wrong, circumstances. To understand why, return to the concept of a basic orientation toward people or task. Couple that with the typical ways people respond under pressure. Then add in the goals people have under different circumstances.

According to Brinkman and Kirschner, when the goal is to "get it done," people with a task orientation and aggressive temperament tend to dig in and become more controlling. They are the Snipers, the Steamrollers, and the Know-It-Alls. From their point of view, the rest of us are goofing off, obtuse, or just plain taking too long. The Steamroller can run over you if you get in the way. The Sniper often uses sarcasm to embarrass and humiliate at strategic moments. The Know-It-All dominates with erudite, lengthy arguments that discredit others and wear down opponents.

When the goal is to "get it right," people under pressure who still have a task orientation but a more passive personality become helpless, hopeless, and/or perfectionistic. They become the Whiners and No People. When Whiners are thwarted, they begin to feel helpless and generalize to the entire world. Instead of looking for solutions, they complain endlessly that nothing is right, exacerbating the situation by annoying everyone around them.

"No" People feel more hopeless than helpless. Their sense of gloom carries its own cloud. Their certainty that things can never be right can pull down morale for an entire group.

Drive To Survive

People who want to "get along" tend to focus more on the people in a situation. When they are innately passive, they become approval-seeking Yes People and Maybe People. Yes People overcommit and under deliver in an effort to please everyone. Their lack of follow-through can have disastrous consequences for which they do not feel responsible, because they are just trying to be helpful. When, instead, the people they want to get along with become furious, they may offer to do even more, building their lives on what other people want and also building a deep well of resentment.

"Maybe" People avoid conflict by avoiding any choice at all. Making a choice may upset someone, and then blame

continued on page 10

will be heaped on the person who decided. Maybe People delay choosing until the choice is made for them by someone else or by the circumstances.

Like To Be Liked

To “get appreciated” is the ultimate goal of people-focused, more aggressive folks. They include the Grenade, the Think They Know It All, and sometimes the Sniper. They share attention-seeking behaviors that never accomplish what they intend. The Grenades are aggressive Rodney Dangerfields; they think they get no respect or appreciation. When that feeling builds to a certain point, they have an adult temper tantrum. It’s not pretty and it certainly gets attention, but blowing up never gets them to the ultimate goal of appreciation.

The Think They Know It All person knows a little bit about a lot. He is so charismatic and enthusiastic that his half-facts and exaggerations can sound plausible and persuasive. When people discover that these people really don’t know what they are talking about, the attention they seek becomes negative.

The Sniper in this case is attempting to gain attention by being playful. Many people engage in playful sniping, but we all need to be careful about how it is being received. Whether it is funny or painful is truly in the eye of the beholder. Sometimes this kind of sniping is passed off as teasing, which can leave scars even when it’s friendly.

Looking in the Mirror

So what can you do to change the course of your interactions with these difficult people? There are some simple strategies that work well with practice and patience.

In general, when your difficult person speaks, try to understand what is making the person tick. Often it helps to mirror some of the nonverbal cues the person displays. Don’t overdo it, as this can look like mocking if you copy every gesture. Your aim, is to “blend.” If you adopt some of the same traits as your person, such as a facial expression or posture, you send the message that you are “with” them, on the same wavelength. Blending begins to facilitate trust. Often we do this kind of thing without even noticing that it’s happening. You also need to blend vocally with the person you’re trying to understand. Volume and pace are two examples of how to blend with another person. Blending is how you begin to build rapport with people and signal that you are really listening. The only exception is yelling.

Also, some of what the person says needs to be repeated in a technique that counselors call “reflection.” This is a way of feeding back what you’ve heard, on both feeling and content levels, so that a person is sure that you’ve heard him. With no interpretation and without parroting exactly, use some of his actual words to demonstrate your understanding. How much to do it depends on the person you’re dealing with. With Steamrollers, keep reflection to a minimum. With

Know-It-Alls, Yes People, and Maybe People, a great deal of reflection may be useful. This is especially true on the feeling level with Yes and Maybe People.

Get to the Real Issues

Next, ask clarifying questions to help your difficult person open up and to ensure that you fully understand all she has to say. The kinds of questions you want are open-ended, those to which there is more than a yes or no answer. They begin with what, how, where, who, when, and sometimes why—without an accusatory tone. A simple “Tell me more about...” can also serve the same purpose.

The importance of this information-gathering stage cannot be overstated. It keeps you out of a reactionary mode and helps you bring all of the issues to the surface. At the same time, it shows that you really care about what the person has to say. I know that caring can be difficult, especially when dealing with someone not dealing with reality. But information gathering can also begin to defuse emotions and help the person think more logically. I know this might be a stretch, but don’t rule it out.

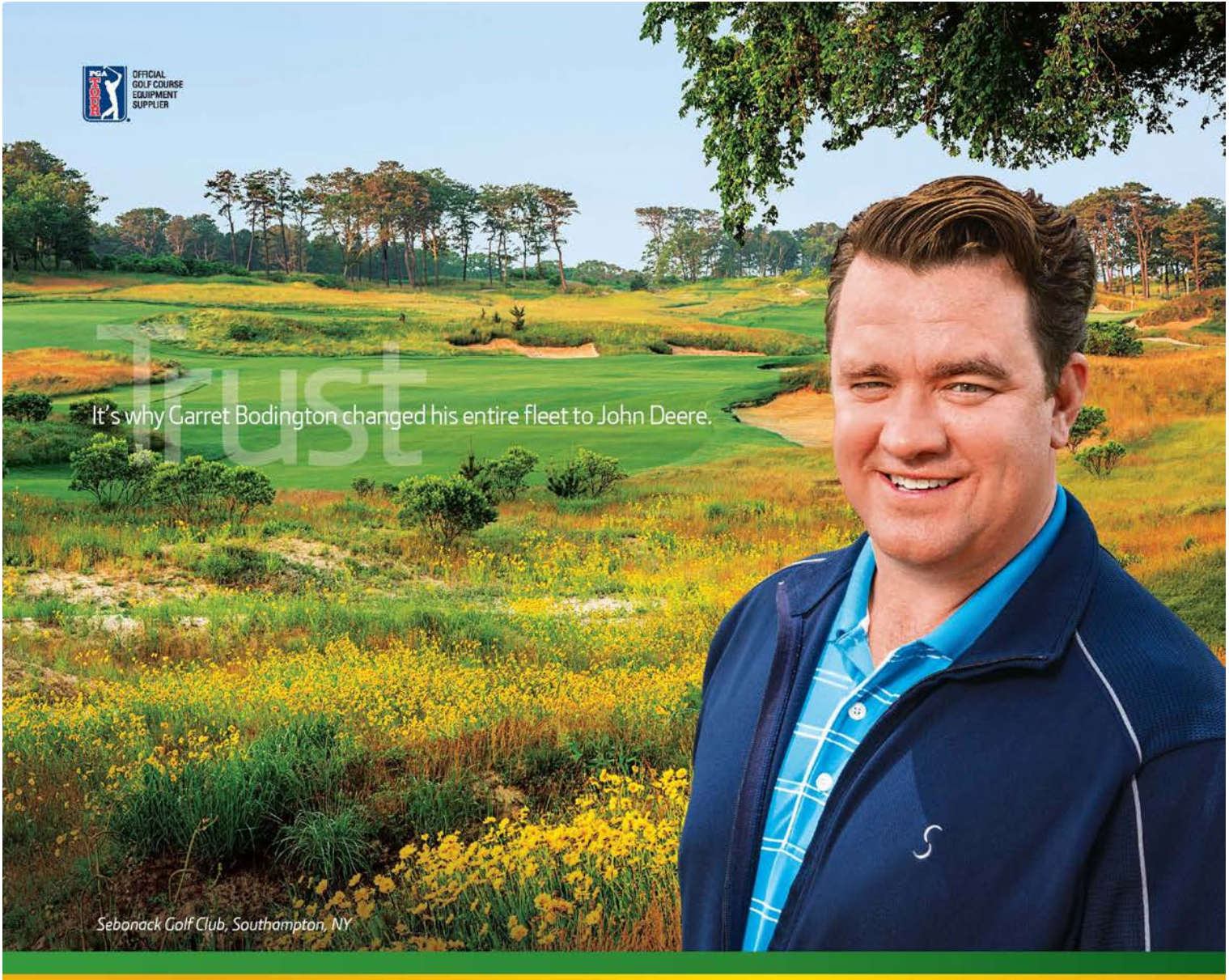
Finally, still in a “seek to understand” mode, summarize what you have heard and confirm your understanding. Do not assume you “got it.” Ask, “Did I get it right?” If not, keep listening until the person is satisfied that you understand. The next step in the process has to do with attitude. Search for and acknowledge that the other person’s intentions are positive. This means giving the person you are dealing with the benefit of the doubt. Sometimes this can be difficult especially when you know what the person is describing is not true. Brinkman and Kirschner advise, “Ask yourself what positive purpose might be behind a person’s communication or behavior and acknowledge it. If you are not sure about the positive intent, just make something up. Even if the intent you try to blend with isn’t true, you can still get a good response and create rapport.”

Make It a Habit

Difficult people are really all of us. Depending on the circumstances and our own perspectives, our behaviors can slip-slide into the childish, rude, or even churlish realms. The key is to think first instead of simply reacting when we feel pressured.

Thoughtful responses can help people identify their real needs and break negative behavior patterns that don’t serve anyone well. If you make a habit of listening deeply, assuming best intentions, looking for common ground, reinforcing and expecting people’s best behavior along the way, then the difficult people in your life may come to view you as a respected friend—as opposed to one of their most difficult people. ❖

By Don Hearn



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GCSANE Calendar of Events 2014

- April 28** **Cohasset Golf Club - 8th Annual Bear Cup**
Joint meeting with GCSA of Cape Cod
- May 5** **Worcester Country Club**
Joint meeting with Rhode Island GCSA
- May 12** **Alumni Turf Group - 10th Annual Dr. Joseph**
Troll Classic - Old Oaks Country Club
- June 9** **Challenger Demo Day**
Blue Hill Country Club
- June 30** **Walpole Country Club**
Scholarship & Benevolence Tournament
- August 12** **Marlborough Country Club**
Individual Championship
- Sept. 8** **Renaissance - Two Person Team Championship**
- Oct. 7** **New England Superintendent Championship**
Omni Mt. Washington Resort, Bartlett, NH
- Oct. 14** **Dedham Country and Polo Club**
Member-Guest
- Oct. 22** **William J. Devine Golf Course at Franklin Park**
Assistants Tournament
- Nov. 6** **Sassamon Trace Golf Course**
Nine-Hole Meeting

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For additional information, contact your local Northeast GCSAA Chapter or Arysta LifeScience Northeast Territory Sales Manager Eric Gerhartz, phone 570/269-6061 or email eric.gerhartz@arysta.com.

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AGENDA:

7:30	Registration opens/continental breakfast
7:30-8:45	Visit with exhibitors, silent auction opens
8:45-9:00	Welcoming remarks
9:00-11:30	Guided tour of research plots
11:30-12:00	Visit with exhibitors
12:00- 1:00	Lunch
12:30	Ice cream social with exhibitors in vendor section
12:30	Silent auction ends
1:00-3:00	Visit with exhibitors
1:30-3:00	Afternoon Workshops (Separate registration required)
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ANNOUNCEMENTS

Our condolences are extended to Chuck Bramhall and family on the passing of Chuck's brother, Richard "Wedge" Bramhall, Jr., on April 5, 2014. Chuck is the sales representative for Harrells.

Our condolences are extended to Tim Crane and family on the passing of Tim's mother, Sarah "Sally" Crane, on April 11, 2014. Tim is the Assistant Superintendent at the Marlborough Country Club.

Welcome New Members

- **Mark MacDonald**, Assistant Superintendent, Walpole Country Club
- **Michael Blatt**, Affiliate, Select Source
- **Dave Harding**, Affiliate, New England Specialty Soils
- **Eric Fontaine**, Assistant Superintendent, Needham Golf Club Club
- **Scott McPhee**, Affiliate, Hartney Greymont Tree
- **William Rockwell**, Affiliate, LaCorte Equipment/John Deere Golf
- **Gale Stenquist**, Affiliate, LaCorte Equipment/John Deere Golf
- **Bill Stinson**, Affiliate, BISCO
- **Arysta Life Sciences**, Friend, Cary, NC
- **Select Source**, Friend, Erie, PA

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.



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[http://www.regulations.gov/#!
docketDetail;D=EPA-HQ-OPP-2003-0200](http://www.regulations.gov/#!docketDetail;D=EPA-HQ-OPP-2003-0200)

The GCSAA Grassroots Network is a dedicated group of GCSAA members who want to engage in the association's government relations efforts. Being part of the Grassroots Network gives you the opportunity to:

- Learn about legislative and regulatory issues affecting the golf course management profession
- Learn about GCSAA's advocacy activities, and
- Actively participate in the association's efforts.

Individuals in the GCSAA Grassroots Network also have the opportunity to serve as a Grassroots Ambassador. These individuals will build proactive relationships with Members of Congress.

Let us know how you would like to participate. Email the following information to kseymour@gcsaa.org, or give us a call at 800.472.7878, ext. 3612.

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- I want to receive GCSAA's monthly *Greens & Grassroots* newsletter
- I want to learn more about being an Ambassador in the Grassroots Network

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Bluegrass/Fescue, Bluegrass/Rye, Bluegrass/Fescue/Rye, Bentgrass. Sean Moran, Pat Hogan (800) 341-6900

Southwest Putting Greens of Boston

P.O. Box 827, Westford, MA 01886
Synthetic turf, tee lines, practice greens, outdoor and indoor practice facilities. Douglas Preston (978) 250-5996

Stumps Are Us Inc.

Manchester, NH
Professional stump chipping service.
Brendan McQuade (603) 625-4165

Syngenta Professional Products

111 Craigmere Circle, Avon, CT 06001
Melissa Gugliotti (860) 221-5712

Tartan Farms, LLC

P.O. Box 983, West Kingston, RI 02892
Dave Wallace
(401) 641-0306

Tom Irwin Inc.

11 A St., Burlington, MA 01803
Turf management products. Paul Skafas, Rob Larson, Chris Petersen, Greg Misodoulakis, Fred Murray (800) 582-5959

Tree Tech, Inc.

6 Springbrook Rd., Foxboro, MA 02035
Foxboro, Wellesley, Fall River Andy Felix (508) 543-5644
Full service tree service specializing in zero impact tree removal, stump grinding, tree pruning and tree risk assessments by our team of Certified Arborists.

Tuckahoe Turf Farms, Inc.

P. O. Box 167, Wood River Junction, RI 02894
Joe Farina (774) 260-0093

Turf Products Corp.

157 Moody Rd., Enfield, CT 06082
Distributors of Toro irrigation & maintenance equipment and other golf-related products. Tim Berge, Dave Beauvais, Nat Binns, Andy Melone (800) 243-4355

Valley Green

14 Copper Beech Drive, Kingston, MA 02364
Phone: (413) 533-0726 Fax: (413) 533-0792
"Wholesale distributor of turf products"

Winding Brook Turf Farm

Wethersfield, CT 06109
Scott Wheeler, Mike Krudwig, Sam Morgan (800) 243-0232

WinField

29 Gilmore Drive - Unit C, Sutton, MA 01590
Using industry-leading insights to provide you with the products that help you win.
Jim Favreau (978) 815-9810, Chris Bengtson (978) 360-0981

NEW Lower Rates to Help Make Advertising in The Newsletter More Budget Conscious

THE NEWSLETTER 2014 DISPLAY ADVERTISING ORDER FORM

Company Name: _____ Phone # _____

Address: _____

Contact Name: _____ Email _____

Issues (List month and total number): _____

Amount of Check: _____ (Made payable to "GCSANE")

<u>Member Rates:</u>	Monthly Rate	4 Times Per Yr. (Save 5%)	6 Times Per Yr. (Save 10%)	8 Times Per Yr. (Save 10%)	Annual Rate (Save 15%)
<input type="checkbox"/> 1/4 page (vertical; 3.75" wide x 5" deep)	<input type="checkbox"/> \$ 90.00	<input type="checkbox"/> \$ 342.00	<input type="checkbox"/> \$ 486.00	<input type="checkbox"/> \$ 648.00	<input type="checkbox"/> \$ 918.00
<input type="checkbox"/> 1/2 page (horizontal; 7.5" wide x 5" deep)	<input type="checkbox"/> \$150.00	<input type="checkbox"/> \$ 570.00	<input type="checkbox"/> \$ 810.00	<input type="checkbox"/> \$1080.00	<input type="checkbox"/> \$1530.00
<input type="checkbox"/> Full Page (vertical; 7.5" wide x 10" deep)	<input type="checkbox"/> \$200.00	<input type="checkbox"/> \$ 760.00	<input type="checkbox"/> \$1080.00	<input type="checkbox"/> \$1440.00	<input type="checkbox"/> \$2040.00

Non-Member Rates: *All payments must be received in full before the ad appears in The Newsletter.

<input type="checkbox"/> 1/4 page (vertical; 3.75" wide x 5" deep)	<input type="checkbox"/> \$120.00	<input type="checkbox"/> \$456.00	<input type="checkbox"/> \$648.00	<input type="checkbox"/> \$ 864.00	<input type="checkbox"/> \$1224.00
<input type="checkbox"/> 1/2 page (horizontal; 7.5" wide x 5" deep)	<input type="checkbox"/> \$180.00	<input type="checkbox"/> \$684.00	<input type="checkbox"/> \$972.00	<input type="checkbox"/> \$1296.00	<input type="checkbox"/> \$1836.00
<input type="checkbox"/> Full Page (vertical; 7.5" wide x 10" deep)	<input type="checkbox"/> \$240.00	<input type="checkbox"/> \$912.00	<input type="checkbox"/> \$1296.00	<input type="checkbox"/> \$1728.00	<input type="checkbox"/> \$2448.00

****DEADLINE for ads: The first of the month for that month's issue.***

Ad Preparation Specifications:

File Specifications for Ads Supplied in Digital Format: Ads may be sent either by email or by mailing a CD to the address below. Formats preferred are .GIF; .JPG and .PDF. Ads can also be accepted in Microsoft Word or Microsoft Publisher files. Full color is available with all ads.

Advertising Design Services: Design services are available by request and consultation and will be billed separately.

Send all Newsletter ads to:

Julie Heston

36 Elisha Mathewson Road, N. Scituate, RI 02857

Phone: 401-934-7660 / Fax: 401-934-9901

jheston@verizon.net