

**CULTIVATING
PASSION IS AS
IMPORTANT AS
CULTIVATING
HEALTHY TURF!**



**Upskill.
Motivate.
Cultivate
Passion!**

BACKGROUND:

- Bachelors Degree – Education (UNISA)
- Skills Development Facilitator (Executive Coaching)

- Education & In-house Training Developer
- The Turfgrass Academy of South Africa
 - Golf course superintendents
 - General Golf Course Maintenance Staff
 - Golf Caddies





WHAT DO I MEAN BY SAYING:

**CULTIVATING PASSION IS AS IMPORTANT
AS CULTIVATING HEALTHY TURF?**

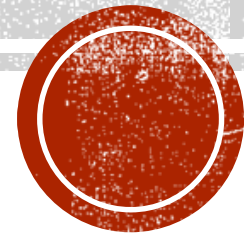
- The heartbeat of any organization is its staff.
- The best equipment, policies and operating procedures can become fruitless if staff don't have passion for their jobs & the organization.
- Untrained or poorly trained staff lack understanding, interest, job satisfaction & passion.

“A CHAIN IS ONLY AS STRONG AS IT'S WEAKEST LINK.”



CULTIVATING A PASSIONATE WORKFORCE IS A PROCESS THAT REQUIRES PLANNING & COMMITMENT . . .

You need to **plan** for **Staff Development** in the same way
you plan to meet the needs of Turf on a golf course.



STAFF DEVELOPMENT

- **Multifaceted Approach –**
There's no “one size fits all” approach
- **Aims to take staff to new heights –**
not merely set guidelines whereby current tasks are effectively completed. It aims to build staff up in ways that will allow professional growth.

development
[de-vel'up-ment]

1. growth and differentiation.
2. BUILDING or ENHANCEMENT.



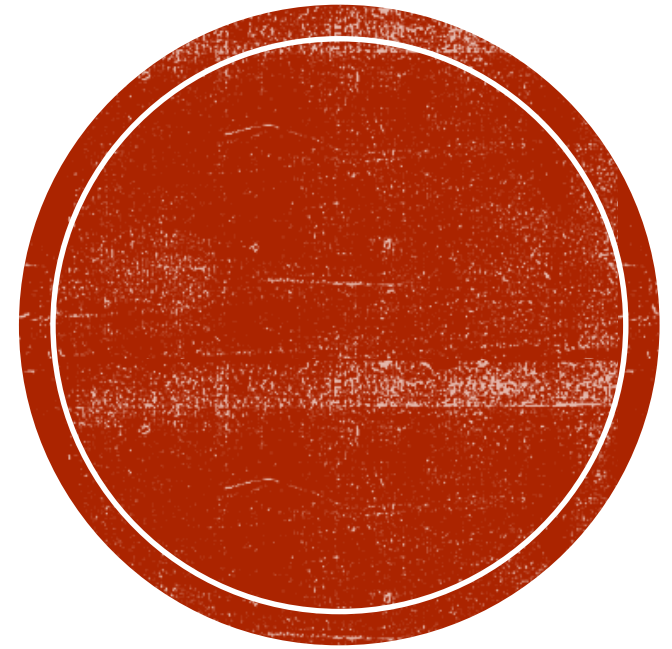


WHAT ARE THE BENEFITS OF STAFF DEVELOPMENT?

- Skills improve = Better Skilled Staff
- Consistency improves
- Staff feel valued. This motivates them.
- Attitudes & Confidence Improve.
- The work Environment becomes healthier (Emotionally).
- Staff Retention improves.
- Productivity, Customer relations & Customer experiences Improve
- Disciplinary Issues Decrease

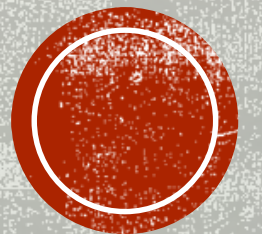


**UPSKILL.
MOTIVATE.
CULTIVATE
PASSION.**





**STAFF DEVELOPMENT IS KEY TO CULTIVATING PASSION.
BUT HOW DO WE DO IT?**



STAFF DEVELOPMENT:

How do I know what to teach my staff?

Does training have to be “formal” to be considered relevant?

How does in-house training benefit my staff?

How can I encourage my staff to participate in staff development programs?

Who should be responsible for training staff?

...Where do I start?



**IF YOU FAIL TO PLAN,
YOU ARE PLANNING**

TO FAIL.

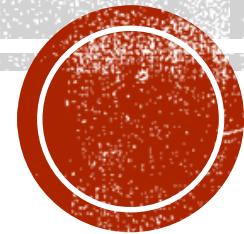
-BENJAMIN FRANKLIN

**STEP ONE:
PLAN**



CULTIVATING A PASSIONATE WORKFORCE IS A PROCESS THAT REQUIRES PLANNING & COMMITMENT...

You need to **plan** for **Staff Development** in the same way
you plan to meet the needs of Turf on a golf course.



Planning includes:

- Having Clear Objectives & Goals for the Organisation;
- Outlining Clear job descriptions for your staff;
- Determining what you want your staff to know and do;
- Standardising Operating Procedures & Setting up effective Operating & Record-keeping systems;
- Identifying what learning areas need to be focused on;
- Determining how & when training will take place.
- Create a module for new staff (and existing staff) that reflects the Organisations Objectives & Goals. This becomes the foundation of learning in the Organisation.

First Things First...

Not sure what to tackle first?

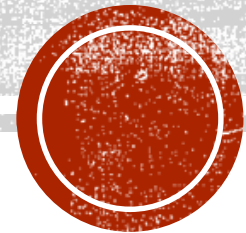
Start with the **routine activities** & tasks that your staff do **daily**.

- Make sure there is a system / **standard operating procedure** in place.
- Train your staff according to the standard operating procedure. **After that teach them about the “exceptions”** and what is expected under “exceptional circumstances”





STEP TWO: TRAIN THE TRAINER





**STEP THREE:
INSPIRE /
MOTIVATE**

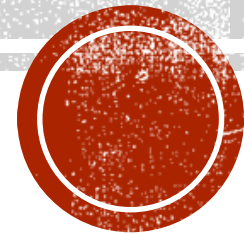


RECOGNISE THE ROLE OF REWARDS & INCENTIVES IN TRAINING AND STAFF DEVELOPMENT.

Keep it fresh, interesting & fun!!

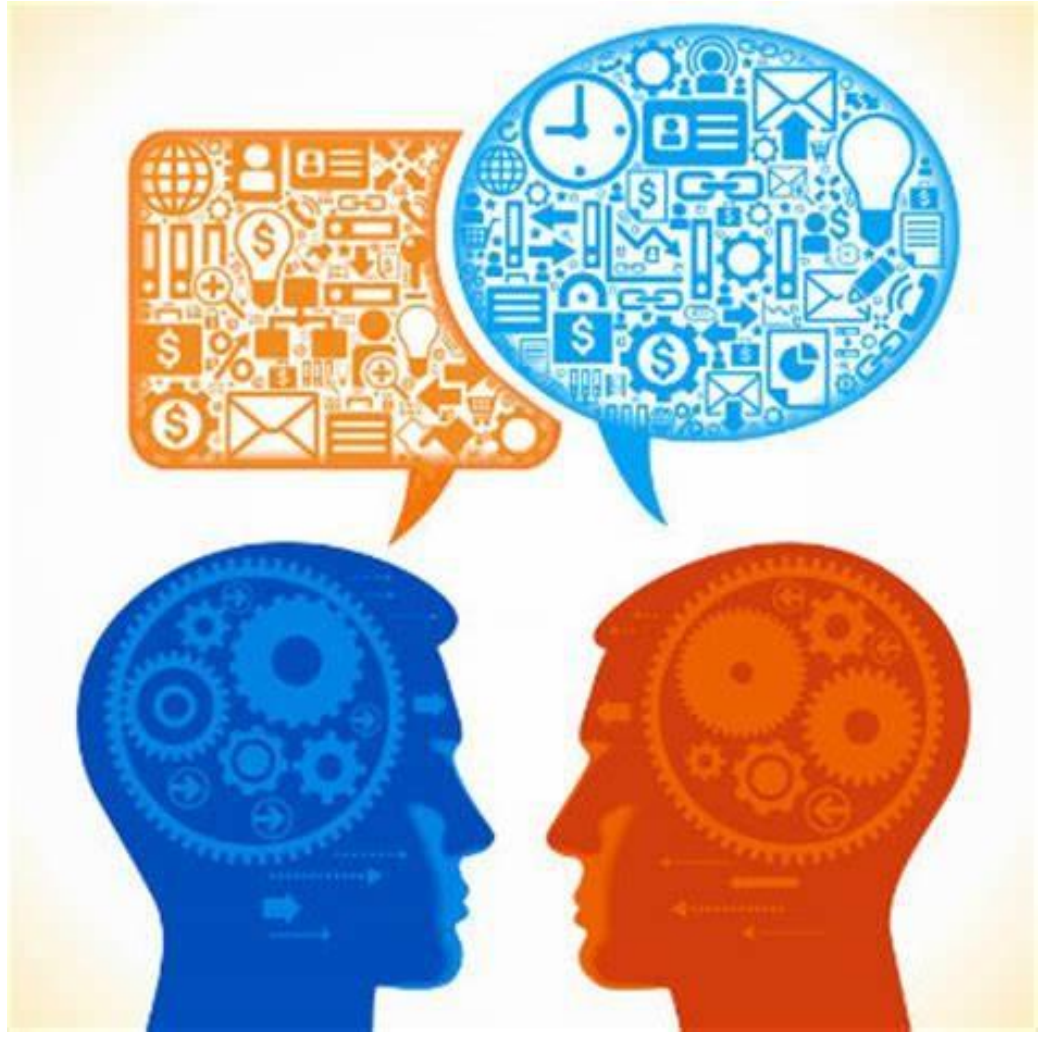
Don't set people up for Failure!!

Remember that some people are not motivated by competition!!



There are many different types of incentives, competitions and rewards that you can use to motivate your staff.

However, Simply investing time & energy in training can be motivation enough!!



STEP FOUR: SHARE





Set “sharing” / “training” parameters.



Always train the trainer.



Give staff members who excel in a specific area the opportunity to share / train fellow staff members.



Base all training opportunities on the organisations standard operating procedures. Quality Control of learning / sharing / training is vital in order to root out bad practices and ensure that the organisations ideals are met.

**CONTROLLED
'SHARING' ALLOWS
FOR SELECTED
STAFF, INDUSTRY
MEMBERS &
LEADERS TO
IMPART
VALUABLE
KNOWLEDGE WITH
OTHERS.**



STEPS TO STAFF DEVELOPMENT:

- Step One: PLAN
- Step Two: Train the Trainer
- Step Three: Inspire / Motivate
- Step Four: Share

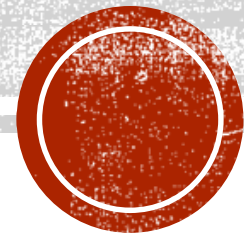


**CULTIVATING PASSION IS AS
IMPORTANT AS CULTIVATING
HEALTHY TURF
BECAUSE YOUR STAFF
ARE YOUR MOST
VALUABLE ASSET!**

Upskill them.

Motivate them.

**Cultivate Passion
in them!**



SERVICES:

- Training for Golf Course Maintenance Staff
- Organization Skills Development Planning
- Standard Operating Procedures
- In-house Training Development & Facilitation

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