



How to Get the Best from Your Staff and Operations Management

with

Bruce Williams, CGCS

March 23, 2010

8:30 am – 4:30 pm

Red Deer, Alberta

[Click here to register online!](#)

Overview:

How to Get the Best from Your Staff and Operations Management

This seminar will help you maximize your staff resources by improving your supervisory and leadership skills that are essential for success. Topics of discussion include: • Communication • Motivation • Personnel management techniques. It will also assist you in improving your Operations Management

Bruce Williams, CGCS has worked in the golf industry for over 40 years. He began as a caddy, soft goods merchandiser and had various stints in golf course management. He was fortunate to learn from some of the best in all sides of the industry and has chosen to share that information with many groups around the world. His seminars are sought after on numerous topics. Bruce remains very active in the golf industry has served on a number of boards and committees. He has served on the GCSAA Board of Directors and was their president in 1996. Bruce Williams, CGCS is the current Director of Business Development for the ValleyCrest Golf Course Maintenance. Prior to this position he was Superintendent at The Los Angeles Country Club.

Approval Information: This seminar is eligible for 7 CEC for both the CGSA Master Superintendent and Accredited Golf Superintendents programs. An application has been submitted for GCSAA education points.



To register for **How to Get the Best from Your Staff and Operations Management** please complete this form and send to CGSA with payment or register online at www.golfsupers.com.

SEM CODE: CSS 070910 MAR.23.2010

CGSA
 205-5520 Explorer Drive,
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 Tel: 1-800-387-1056 Fax: (905) 602-1958

- Superintendent Assistant Superintendent Equipment Technician
 Maintenance Staff Industry Professional Other: _____

Name: _____ Designation: _____

Title: _____

Organization: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Fax: _____

E-Mail: _____

Seminar Fees: (all seminar fees are subject to GST, GST/HST # R100765106)

Member:	\$195	\$9.75	\$204.75
2nd person:	\$150	\$7.50	\$157.50
Student:	\$100	\$5.00	\$105.00
Non-Member:	\$295	\$14.75	\$309.75
Non-Member Student:	\$200	\$10.00	\$210.00

Provincial Association members are charged the member rate.

Payment by: Cheque Visa/MasterCard/American Express

Card #: _____ Expiry: _____

Name on Card: _____

Signature: _____

The Fine Print:

Payment must accompany registration. Registration Fees include reference materials, lunch & refreshment breaks.

Cancellations received in writing 14 days prior to the date of the seminar will be refunded less a \$60.00 administration fee.

Refunds will not be issued after 14 days prior to the seminar. (Documented emergencies will be considered for refund less the administration fee of \$60.00).

CGSA reserves the right to cancel this seminar at its sole discretion – in such a case, its only obligation will be to refund any registration payments received for attendance at the seminar.