

Continue to Learn at BTME 2019 Education Programme



Sunday 20 — Wednesday 23 January 2019
Harrogate, North Yorkshire, UK



Organised by



Supported by:



General
Information

Conferences

Forums

Workshops

Focus On
Sessions

Career Development
Sessions

Seminars

Partner Events

Welcome from BIGGA

Welcome to Continue to Learn at BTME 2019

Continue to Learn at BTME is considered to be one of the leading education programmes for greenkeepers. Its popularity speaks for itself with 46% of the delegate places sold in the first month following its launch for the 2018 event.

Each year we look at ways to bring something new to the programme to keep it fresh, whilst listening to what our members want, through BIGGA's Members Choice initiative. We strongly believe that engaging with our members significantly increases attendance at Continue to Learn.

The 2019 programme will include three new events:

- Deputies' Conference
- Ecology and Environmental Forum
- Links Forum

The Deputies' Conference has been added to complement the well-established Turf Managers' Conference and the Young Greenkeepers' Conference that was successfully introduced in 2018. The Deputies' Conference will provide sessions that have been specifically chosen with the audience firmly in mind.

The two new 'Forum' events will concentrate on specific areas of greenkeeping, this year being Ecology and Environment and Links golf.

As Continue to Learn at BTME grows, we have worked hard to ensure that classes relevant to our different audiences are scheduled to allow them to create their own specific learning experience.

The Quick Guide (on page 8) provides an overview of all of the events and to whom they are best suited. However, anyone can attend any event that they wish!

With almost 250 hours of education scheduled, to be delivered by more than 80 speakers, it's going to be a packed programme.

If you need some help in persuading your manager about the benefits of attending Continue to Learn and BTME, go to the BTME website (www.btme.org.uk) education pages and visit the "Justification to Attend" area. This provides an event overview and a draft letter that can be adapted to send to your Club's decision makers.

Don't forget, we have BIGGA member only benefits:

- Seminar pre-booking (now 100 pre-book places available)
- Booking Bundles — discounts based on the number of hours booked for you and your colleagues

ICL and Syngenta Turf Reward vouchers can be used to pay for Continue to Learn bookings.

Don't forget to download the BTME 2019 App. With regular updates it features the full education programme, events, speaker profiles and information on all of the exhibitors. With the new configuration of exhibition halls at BTME 2019 the App will provide essential information on the latest features and where they can be found.

We're expecting more than 3,000 attendees to Continue to Learn at BTME 2019, plan your visit and don't forget to book early!

We look forward to welcoming you to Harrogate!

Sami Strutt
Head of Member Development



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How to use this guide

Each event type has been given a colour code so that you can go straight to the relevant pages:

Conferences 14

Multi session events for specific sectors of the sports turf industry

Forums 18

Multi session events concentrating on one subject area

Workshops 21

Two, one and half-day events concentrating on one subject area

Focus On Sessions 30

Two and three hour events on a specific subject

Career Development Sessions 36

One, two or three hour events concentrating on career development

Seminars 39

45 minute and one hour events. Presented by a combination of invited speakers and exhibiting companies. All Seminars are free of charge with a pre-booking system available for BIGGA members

Partner Events 46

These events are offered by partner associations

The booking form can be found in this brochure, alternatively bookings can be made online at www.btme.org.uk or over the telephone on 01347 833800 option 3.

Continue to Learn 2019 Booking Form

Closing date for bookings is Friday 11 January 2019

Delegate Details (please complete in BLOCK CAPITALS and SIGN the form)

Member of: BIGGA ☐ UKGF ☐ CGSA ☐ GCSA ☐ GCSAA ☐ GCSAI ☐ CMAE ☐ PGA ☐ OGRO ☐

Membership No. _____ First Name _____ Last Name _____

Mr / Mrs / Miss / Other _____ Primary Email _____

Job Title _____ Mobile No. _____

Club / Co Name _____ Post Code _____

Contact Telephone No. _____

Preferred Mailing Address _____

Please indicate any special dietary requirements _____

* Primary Email — a valid email address should be provided for the attendee named on this booking form. This email address will be used to confirm your booking.

Your personal data will be used for processing your booking and will be shared with relevant third parties to enable your booking to be completed and to ensure that you receive any pertinent information relating to your educational sessions.

Bookings	£
Conferences	£
Forums	£
Workshops	£
Focus On Sessions	£
Apply Bundle Discount* (if applicable)	£
Subtotal EX VAT	£
VAT@20%	£
Total Amount Due	£

Continue to Learn Booking Bundle Discounts	
Book 15-23 Hours Bundle discount	5%
Book 24-32 Hours Bundle discount	10%
Book 33+ Hours Bundle discount	15%
Bundle discounts are available for Conferences, Forums, Workshops	

Payment Details

All payments must be made by Sterling Cheque, Bank Transfer, Credit or Debit Card.

☐ Cheque enclosed made payable to BIGGA Limited

☐ Credit / Debit Card payment

Visa / Mastercard / Maestro / JCB / Electron

Card No. _____ Issue No. _____ Security No. _____

Expiry Date _____

☐ Invoice (see booking terms and conditions)

Club/Company Name _____

Club/Company Address _____

Post Code _____

Contact Telephone No. _____

Email _____

Signature _____

Booking and Development Department on 01347 833800

Booking Form

The booking form can be found in this brochure, alternatively bookings can be made online at www.btme.org.uk or over the telephone on 01347 833800 option 3.



Essential Information

Event Timings

Sunday 20 January

Venue	Time
Continue to Learn Workshop	QS 09:00 — 09:30
Registration	
Continue to Learn Workshops	QS 09:30 — 17:30
GCMA — Principles of Golf Club Management	OSH 09:30 — 17:15

Monday 21 January

Venue	Time
Continue to Learn Workshop	QS 08:30 — 09:00
Registration	
Continue to Learn Workshops	QS 09:00 — 17:00
Turf Managers' Conference	MA 08:15 — 08:55
Registration	
Turf Managers' Conference	MA 09:00 — 17:15
GCMA — Principles of Golf Club Management	OSH 08:30 — 17:15

Tuesday 22 January

Venue	Time
Continue to Learn	QS 09:00 — 17:00
BIGGA Turf Management Exhibition	EH 09:00 — 17:00
Deputies' Conference	MA 09:00 — 13:05
GCMA — Principles of Golf Club Management	OSH 08:30 — 17:15
Ecology and Environmental Forum	CP 13:15 — 17:00
BIGGA AGM	MA 14:30 — 15:45
Welcome Celebration	MA 17:00 — 18:30

Wednesday 23 January

Venue	Time
R&A Scholars Meeting	CH 09:15
Continue to Learn	QS 09:00 — 17:00
Dealing With a Disaster — Are You Prepared?	OSH 09:30 — 13:00
Young Greenkeepers' Conference	CP 09:00 — 13:30
BIGGA Turf Management Exhibition	EH 09:00 — 17:00
Links Forum	CP 13:15 — 17:00
Golf Course 2030 Initiative	QS 15:00 — 16:30

Thursday 24 January

Venue	Time
BIGGA Turf Management Exhibition	EH 09:00 — 14:30

Venue Addresses

Exhibition Halls (EH), Harrogate Convention Centre, Kings Road, Harrogate, HG1 5LA

Queen's Suite (QS), Harrogate Convention Centre, Kings Road, Harrogate, HG1 5LA

Main Auditorium (MA), Harrogate Convention Centre, Kings Road, Harrogate, HG1 5LA

The Crowne Plaza Hotel (CP), Kings Road, Harrogate, HG1 1XX

The Crown Hotel (CH), Crown Place, Harrogate, HG1 2RZ

The Old Swan Hotel (OSH) Swan Road, Harrogate, HG1 2SR

The Majestic Hotel (MH), Ripon Road, Harrogate, HG1 2HU



ICL Continue to Learn Scholars 2018

Member Discounts

Members of the following Associations are eligible to pay the 'Member' rates shown in this brochure for all events except Partner Events:

British and International Golf Greenkeepers Association Ltd (BIGGA)

Club Managers' Association of Europe (CMAE)

Golf Club Managers' Association (GCMA)

Professional Golfers' Association (PGA)

Golf Club Superintendents Association of America (GCSAA)

Canadian Golf Superintendents Association (CGSA)

Australian Golf Course Superintendents Association (AGCSA)

UK Golf Federation (UKGF)

Golf Course Superintendents Association of Ireland (GCSAI)

Organisation of Golf and Range Operators (OGRO)

Turf Rewards

Did you know that you can use Turf Rewards points for your Continue to Learn bookings? Simply claim your Turf Rewards Continue to Learn vouchers and use them to pay for your education at BTME 2019





Continue to Learn Booking Bundle Discounts

Available to BIGGA Members only

To help make training budgets stretch further and to provide greater flexibility, we offer Continue to Learn booking "Bundle" discounts. These Bundles provide a discount when booking multiple hours of education. **Discount Bundles are only available to BIGGA Members.**

The Bundle discounts are offered in units of hours: 15–23 hours, 24–32 hours and 33+ hours. All of the eligible education events have an hour value listed in this brochure and on the booking form.

The Bundle discounts are designed for individuals or several members of staff from the same golf club, to benefit from discount for booking multiple education events.

Turf Rewards can be used to purchase Bundles.

Bundles cannot be used for Partner events.

Continue to Learn 15–23 hours Bundle = 5% discount

Continue to Learn 24–32 hours Bundle = 10% discount

Continue to Learn 33+ hours Bundle = 15% discount

N.B. Bundles and Turf Rewards cannot be booked online. Please use the booking form or telephone 01347 833800 (option 3).

Seminar Pre-Booking for BIGGA Members

BIGGA members can pre-book a place for any of the listed Continue to Learn Seminars. 100 seminar places will be available for each of the sessions held on Tuesday 22 and Wednesday 23 January.

- Your pre-booked seminar numbers will be printed on your badge, on arrival at Harrogate Convention Centre
- If you do not have your badge there is no guarantee of a place. The remaining 20–30 places in the seminar room will be available, on a first come, first serve basis to all visitors
- If pre-booked badge holders have not arrived 5 minutes before the start of the seminar, there is no guarantee of a place or a seat
- If you arrive after the seminar start time, you may be denied entry

N.B. Pre-booking can only be made by BIGGA Members.

Essential Information

Dress Code

BIGGA continues to promote the professional image of those working in the sports turf industry throughout the world and therefore respectfully requests that all those attending adhere to the following dress code:

Continue to Learn Events, Exhibition and BIGGA AGM

Smart, casual attire (i.e. NO jeans, baseball caps, tee shirts or work wear)

R&A Scholars Meeting

Wednesday 23 January 2019, 09:15,
The Crown Hotel, Crown Place,
Harrogate, HG1 2RZ



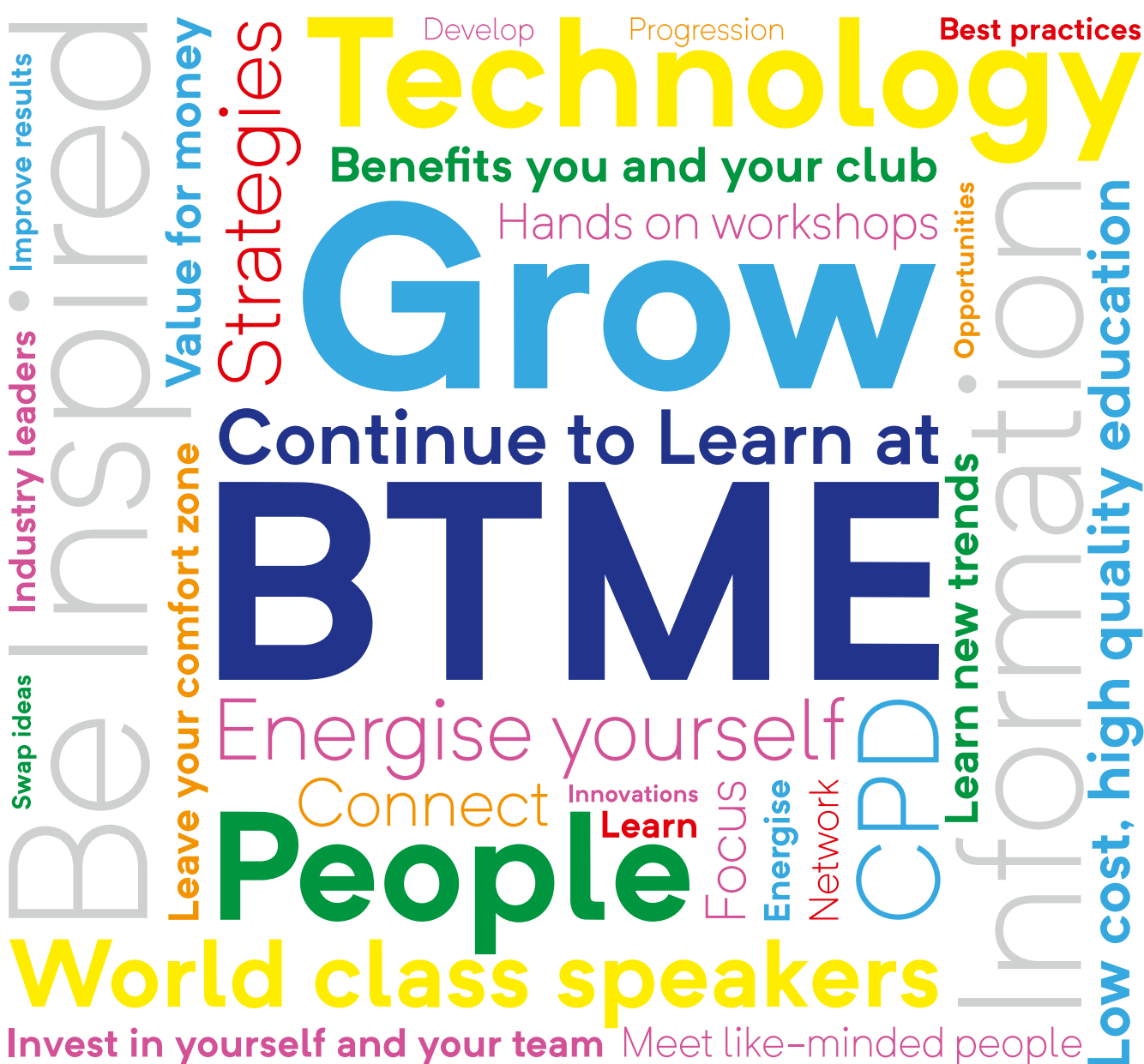
N.B. This is an invite only meeting

Justification to Attend

Do you need help to convince your manager or employer to attend Continue to Learn at BTME 2019?

Your manager or employer needs to understand why you want to attend Continue to Learn at BTME, how it will benefit you and how it will benefit them. They are looking for a return on their investment in you.

Visit www.btme.org.uk/education/justification-to-attend/ for a list of reasons to attend and a draft letter that you could send to your employer. **Want some more reasons to visit BTME? Look below...**



Continue to Learn Registration

Continue to Learn Registration

The Continue to Learn Education Programme will be presented in five locations:

- Queen's Suite, Harrogate Convention Centre
- Main Auditorium, Harrogate Convention Centre
- The Crowne Plaza Hotel, Kings Road, Harrogate
- The Old Swan Hotel, Swan Road, Harrogate
- The Majestic Hotel, Ripon Road, Harrogate

Queen's Suite

What's taking place in the Queen's Suite?

- Workshops
- Focus On Sessions
- Career Development Sessions
- Seminars

Delegates booked on events being held in the Queen's Suite on Sunday 20 and Monday 21 January must register at the BIGGA Desk in the Queen's Suite to collect their badge and delegate pack before proceeding to their pre-booked event.

Access to the Queen's Suite on Sunday 20 and Monday 21 January will be from King's Road, via Harrogate Convention Centre – Entrance 3 (Springfield House).

Access to the Queen's Suite on Tuesday 22 and Wednesday 23 January will be via the Exhibition Halls.

Main Auditorium

What's taking place in the Main Auditorium?

- Turf Managers' Conference
- Deputies' Conference
- BIGGA Annual General Meeting
- Welcome Celebration

Access to the Main Auditorium will be via the main entrance to Harrogate Convention Centre adjacent to the Crowne Plaza Hotel.

The Crowne Plaza Hotel

What's taking place at The Crowne Plaza Hotel?

- Selected BIGGA workshops (delegates will be notified)
- Young Greenkeepers' Conference
- Ecology and Environmental Forum
- Links Forum

Delegates booked on events being held in the Crowne Plaza Hotel on Sunday 20, Monday 21, Tuesday 22 and Wednesday 23 January must register at the BIGGA Desk in the Crowne Plaza Hotel before proceeding to their pre-booked event.

The Crowne Plaza Hotel is located on Kings Road, adjacent to Harrogate Convention Centre.

The Old Swan Hotel

What's taking place at The Old Swan Hotel?

- Partner Event – GCMA

Delegates booked onto the GCMA event being held in The Old Swan Hotel on Sunday 20, Monday 21 and Tuesday 22 January will receive registration instructions from the GCMA.

The Old Swan Hotel is located on Swan Road, Harrogate, HG1 2SR

The Majestic Hotel

What's taking place at The Majestic Hotel?

- Selected BIGGA Workshops (delegates will be notified)
- BASIS Course (invite only)

Delegates booked on events being held in the Majestic Hotel must register at the BIGGA Desk in the Majestic Hotel before proceeding to their pre-booked event.

The Majestic Hotel is located on Ripon Road, Harrogate, HG1 2HU

All delegate badges will provide access into the BTME exhibition on Tuesday 22, Wednesday 23 and Thursday 24 January.

BIGGA Annual General Meeting

Tuesday 22 January 2019
14:15

Main Auditorium
Harrogate Convention Centre

The BIGGA AGM is open to all Members of BIGGA, however only Full Members are entitled to vote.

A current membership card MUST be produced to gain entry.



BIGGA

Quick Guide & Recommended Events

This quick guide shows all the education events: In **date** and **time** order.

Key

Co = Conference

F = Forum

W = Workshop

Fo = Focus On

S = Seminar

CD = Career Development

P = Partner Events

Stream
E - Ecology
M - Management Skills
PD - Personal & Career Development
T - Technical Skills

Recommended events
GK/Asst — Courses recommended for Greenkeepers and Assistant Greenkeepers
1st/Dep — Courses recommended for First Assistants and Deputy Head Greenkeepers
CM/HGK — Courses recommended for Course Managers and Head Greenkeepers
GC Mgt — Courses recommended for those involved in Golf Club Management or Committee Members
 N.B. The recommendations are for guidance only. Any attendee can attend any of the listed events.

Cost
£ = there is a charge for this event
Free* = the event is Free* of charge for BIGGA members.
Hour value of each event
 Only events with an hour value are eligible for Booking Bundle discounts.
 N.B. Partner events are not eligible for Booking Bundle discounts.

Location
QS = Queen's Suite,
 Harrogate Convention Centre, Kings Road, Harrogate, HG1 5LA
MA = Main Auditorium,
 Harrogate Convention Centre, Kings Road, Harrogate, HG1 5LA
CP = The Crowne Plaza Hotel,
 Kings Road, Harrogate, HG1 1XX
CH = The Crown Hotel,
 Crown Place, Harrogate, HG1 2RZ
OSH = The Old Swan Hotel,
 Swan Road, Harrogate, HG1 2SR
MH – The Majestic Hotel,
 Ripon Road, Harrogate, HG1 2HU

Sunday 20 January 2019

Type	Stream	GK/Asst	1st/Dep	CM/HGK	GC Mgt	Cost	Hours	Location	Page
09:30 – 13:00	Gadgets & Gizmos – Using Technology to Monitor the Turf Environment			✓		£	3	QS	25
09:30 – 17:15	GCMA – Principles of Golf Club Management (day 1 of 3)			✓	✓			OSH	46
09:30 – 17:30	How to Coach Teams and Individuals		✓	✓	✓	£	6	OS	23
09:30 – 17:30	The Disturbance Theory 10 Years On		✓	✓		£	6	OS	24
09:30 – 17:30	Basic Golf Mechanics	✓	✓			£	6	OS	22
09:30 – 17:30	Fertiliser Programmes From First Principles	✓	✓			£	6	OS	24
09:30 – 17:30	An Introduction to Mindfulness	✓	✓	✓	✓	£	6	OS	22
09:30 – 17:30	The Brilliant Manager		✓	✓	✓	£	6	OS	24
09:30 – 17:30	Everything You Want to Know About Bunkers... And More!	✓	✓	✓		£	6	OS	23
09:30 – 17:30	Irrigation Design and Auditing (Day 1 of 2)		✓	✓		£	6	OS	21
09:30 – 17:30	Budget Building for Golf Course Management		✓	✓	✓	£	6	OS	22
09:30 – 17:30	An Introduction to Sports Turf Machinery Maintenance	✓	✓			£	6	OS	22
14:00 – 17:30	What About Work Related Stress?	✓	✓	✓	✓	£	3	OS	25

Monday 21 January 2019

Type	Stream	GK/Asst	1st/Dep	CM/HGK	GC Mgt	Cost	Hours	Location	Page
	GCMA - Principles of Golf Club Management (day 2 of 3)								
08:30 — 17:15	P			✓	✓			OSH	46
09:00 — 12:30	W	✓	✓	✓		£	3	OS	28
09:00 — 12:30	W	✓	✓	✓	✓	£	3	OS	28
09:00 — 12:30	W	✓	✓			£	3	OS	28
09:00 — 17:00	W		✓	✓	✓	£	6	OS	26
09:00 — 17:00	W	✓	✓			£	6	OS	27
09:00 — 17:00	W	✓	✓			£	6	OS	27
09:00 — 17:00	W		✓	✓		£	6	OS	27
09:00 — 17:00	W		✓	✓	✓	£	6	OS	26
09:00 — 17:00	W		✓	✓		£	6	OS	26
09:00 — 17:00	W		✓	✓		£	6	OS	21
09:00 — 17:15	Co			✓		£	6	MA	14
12:30 — 17:00	W	✓	✓	✓		£	4	OS	29
13:30 — 17:00	W	✓	✓	✓		£	3	OS	29
13:30 — 17:00	W		✓	✓		£	3	OS	28
13:30 — 17:00	W		✓	✓	✓	£	3	OS	28

Tuesday 22 January 2019

Type	Stream	GK/Asst	1st/Dep	CM/HGK	GC Mgt	Cost	Hours	Location	Page
	GCMA - Principles of Golf Club Management (day 3 of 3)								
08:30 — 17:15	P			✓	✓			OSH	46
09:00 — 13:00	Co		✓			£	3	MA	16
09:15 — 12:15	CD	✓				Free*		OS	36
09:25 — 11:25	CD			✓		Free*		OS	36
09:25 — 11:25	FO		✓	✓	✓	£	2	OS	30
09:25 — 11:25	FO	✓	✓	✓	✓	£	2	OS	30
10:00 — 10:45	S	✓	✓	✓		Free*		OS	39

Programme and venue may be subject to change — visit www.btme.org.uk or download the BTME 2019 app for the latest information

Partner Events			Seminars			Career Development Sessions			Focus On Sessions			Workshops			Forums			Conferences			General Information								
Type			Stream			GK/Asst			1st/Dep			CM/HGK			GC Mgt			Cost			Hours			Location			Page		
Tuesday 22 January 2019																													
10:15	—	11:15	2 - Can Beneficial Microbes Be Used to Combat Turfgrass Pests and Diseases?											S		✓	✓		Free*				OS	39					
10:40	—	11:40	Young Greenkeepers Committee - Different Routes Through the Industry											CD	PD	✓	✓		Free*				OS	36					
11:15	—	12:00	3 - Broughton Bentgrass: A Traditional Grass Species for the Future of Golf											S		✓	✓		Free*				OS	39					
11:35	—	12:35	4 - Pesticides and Pollinators - What's the Buzz?											S		✓	✓		Free*				OS	40					
12:00	—	13:00	Why Should I Employ an R&A Scholar											CD	PD		✓	✓	Free*				OS	36					
12:10	—	14:10	Master Greenkeeper Certificate - Stage 3											CD	PD		✓	✓	Free*				OS	37					
12:10	—	14:10	Increasing Productivity to Get More Done											FO	M		✓	✓	£	2			OS	30					
12:10	—	14:10	Drought - Water, Water Everywhere, But Not a Drop to Drink											FO	T	✓	✓	✓	£	2			OS	30					
12:30	—	13:15	5 - Grass and Disease Modelling - Practical Applications on Your Golf Course											S		✓	✓		Free*				OS	40					
13:05	—	14:05	6 - Halting the Green Tide - Management of Links Golf Courses within Designated Sites											S		✓	✓		Free*				OS	40					
13:15	—	17:00	Ecology and Environmental Forum											F	E	✓	✓		£	2.75		CP	18						
13:30	—	16:30	Developing a Machinery Training Plan											FO	T		✓	✓	£	3			OS	31					
13:45	—	14:30	7 - Biostimulants: How Do They Work for Me?											S		✓	✓		Free*				OS	40					
13:45	—	16:45	Be a Compelling Leader											FO	PD		✓	✓	£	3			OS	31					
14:15	—	15:30	BIGGA AGM																			MA	7						
14:25	—	15:25	8 - Strategies for Maintaining Positive Putting Green Drainage											S		✓	✓		Free*				OS	41					
14:45	—	15:45	Volunteering - A Tool for Career Development											CD	PD	✓	✓		Free*				OS	37					
14:45	—	16:45	Get That Next Job! How to Put Your Best Foot Forward at Interviews											CD	PD	✓	✓		Free*				OS	37					
14:45	—	16:45	Managing Difficult People and Situations											FO	M		✓	✓	£	2			OS	31					
15:00	—	15:45	9 - Reel Science and Optimum Cut Technology											S		✓	✓		Free*				OS	41					
15:45	—	16:45	10 - Using Soil Moisture Meters and Sensors											S		✓	✓		Free*				OS	42					
16:00	—	16:45	11 - Maximise Turf Health Through Traditional and Modern Management											S		✓	✓		Free*				OS	42					
16:15	—	16:45	How to Create Successful Habits											CD	PD		✓	✓	Free*				OS	37					
17:00	—	18:30	Welcome Celebration																Free*				MA	12					
Wednesday 23 January 2019																													
Type			Stream			GK/Asst			1st/Dep			CM/HGK			GC Mgt			Cost			Hours			Location			Page		
Invite																													
09:15	R&A Scholars Meeting																								CH	6			
09:00	—	13:30	Young Greenkeepers' Conference											Co	PD	✓				£	2.5			CP	17				

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09:25 — 11:25	The Word Budget is Boring	FO	M		✓	✓	£	2	OS	32
09:25 — 11:25	Fundamentals of Follar Fertilisers	FO	T		✓	✓	£	2	OS	32
09:25 — 11:25	Stop Telling Your Team – Start Transforming Your Team	FO	M		✓	✓	£	2	OS	32
09:25 — 11:25	Understanding Fungi	FO	E	✓	✓	✓	£	2	OS	32
09:30 — 12:30	Getting Started with Excel 2013	FO	T	✓	✓	✓	£	3	OS	33
09:30 — 13:00	Dealing With a Disaster — Are You Prepared?	P			✓	✓			OSH	47
10:00 — 10:45	12 – Granular vs Liquid Nutrition	S		✓	✓	✓	Free*		OS	43
10:15 — 11:15	13 – Sustainability for Future Success	S		✓	✓	✓	Free*		OS	43
11:15 — 12:00	14 – The MLSN Approach to Greenkeeping and How to Prepare For It!	S		✓	✓	✓	Free*		OS	44
11:35 — 12:35	15 – What Does Success Look Like?	S		✓	✓	✓	Free*		OS	44
12:10 — 14:10	My Personal Career Benchmark	CD	PD		✓		Free*		OS	38
12:10 — 14:10	Maintaining the Discipline of Your Mates at Work	FO	M		✓	✓	£	2	OS	33
12:10 — 14:10	An Integrated Approach to Golf Course Management	FO	E		✓	✓	£	2	OS	33
12:10 — 14:10	Harness Social Media to Motivate Your Team	FO	M		✓	✓	£	2	OS	34
12:30 — 13:15	16 – Disease Identification and Management Without Iprodione	S		✓	✓	✓	Free*		OS	44
13:05 — 14:05	17 – Fungicides and Their Mode of Action	S		✓	✓	✓	Free*		OS	44
13:15 — 17:00	Links Forum	F	T	✓	✓	✓	£	2.75	CP	19
13:30 — 16:30	Beyond the Basics of Excel 2013	FO	T	✓	✓	✓	£	3	OS	34
13:45 — 14:30	18 – A Greener Golf Course "From Field to Fairway"	S		✓	✓	✓	Free*		OS	45
14:25 — 15:25	19 – Use of Photography and Video Footage to Improve Golf Course Management and Communication	S		✓	✓	✓	Free*		OS	45
14:45 — 16:45	Getting the Course Managers Job	CD	PD		✓		Free*		OS	38
14:45 — 16:45	Criticising and Correcting People at Work	FO	M		✓	✓	£	2	OS	35
14:45 — 16:45	Developing the Nature of Golf	FO	E	✓	✓	✓	£	2	OS	35
15:00 — 16:30	Golf Course 2030 Initiative	F			✓	✓	Free*		OS	20
15:45 — 16:45	20 – Worms, Leatherjackets and Bugs...What Are We Going to Do?	S		✓	✓	✓	Free*		OS	45

Programme and venue may be subject to change — visit www.btme.org.uk or download the BTME 2019 app for the latest information

Welcome Celebration

Join the BTME launch party
Tuesday 22 January | Main Auditorium | 17:30 – 18:30

All visitors to BTME are invited raise a glass and join BIGGA at their Welcome Celebration, hosted by Naga Munchetty.

The Welcome Celebration is an opportunity to celebrate all of the fantastic achievements of BIGGA members in the past 12 months and to recognise many people who have contributed to the industry. It will include:

Announcement of the winners of the BIGGA Awards:

- Outstanding Contribution of the Year
- Championship Greenkeeping Performance
- Greenkeeping Project of the Year

The welcome celebration is sponsored by



Also celebrated will be the achievements and successes of BIGGA members including:

- BIGGA Life Members
- BIGGA President and Vice President
- Continuing Professional Development Milestones
- Master Greenkeeper Certificates
- BIGGA Photographic Competition
- Student Greenkeepers of the Year

The Welcome Celebration will be preceded and followed by informal drinks receptions enabling BIGGA members and visitors to meet friends old and new.

Timings

Tuesday 22 January 2019
Main Auditorium, Harrogate Convention Centre

Drinks Reception	17:00 – 17:30
Welcome Celebration	17:30 – 18:30
Drinks Reception	18:30 – 19:30

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General
Information

Conferences

Forums

Workshops

Focus On
Sessions

Career Development
Sessions

Seminars

Partner Events



'It's a privilege to be invited back to BTME to acknowledge the achievements of BIGGA's members. The skills, dedication and perseverance of greenkeepers is a joy to celebrate.'

Naga Munchetty



Turf Managers' Conference

Non-Chemical Management Strategies for Turf Insects – Leatherjackets and Chafer Grubs

This session will discuss the life cycle, ways to monitor activity, cultural strategies that can be used to minimise damage and status of biological control options for leatherjackets (crane flies) and chafer (white) grubs.

Learning Outcomes:

- Life cycle of leatherjackets and when damage occurs
- Life cycles of the various chafer (white) grubs and when damage occurs
- Techniques to monitor leatherjacket and grub activity
- Ways to modify cultural practices to put the pest at a disadvantage
- Recognise which biological control agents might be used to reduce pest populations and techniques to enhance the effectiveness of those agents

Presented by Dr Pat Vittum, Professor to Turf Entomology, University of Massachusetts

Intensive Mowing and Rolling of Putting Greens – Costs and Benefits

This session will discuss some of the benefits of rolling greens and the potential interaction between low mowing heights and rolling. Cost analyses of rolling and mowing strategies will also be presented.

Learning Outcomes:

- The agronomic and playability benefits of rolling
- How rolling can impact labour and maintenance costs
- If rolling is ever a bad idea
- The physiological response of greens to intensive mowing and rolling

Presented by Dr Mike Richardson, Professor, University of Arkansas

Assessing Golfer Enjoyment and Playing Quality of Your Facility

Greenkeepers can lose sight of the “big picture” of golfer enjoyment of their facility in their daily turf management operations. It is important to take a step back to understand who the average golfer is and how they enjoy the golf course. This session will focus on the abilities of average golfers and how it impacts golf course maintenance decisions. It will also cover the issue of pace of play, how it impacts golfer enjoyment and some changes that can be implemented to enhance the golfing experience for these players.

Learning Outcomes:

- Why people play golf
- Limitations of an average golfer's abilities, with particular emphasis on driving distances and accuracy of chip shots
- The importance of pace of play, its impact on golfers' experiences and maintenance strategies to improve pace of play
- Be aware how factors like putting speed, fairway width, rough height and hazards affect playing conditions and golfer enjoyment
- Case studies that have improved pace of play and golfer enjoyment at other golf courses

Presented by Elliott Dowling, Agronomist, USGA

‘Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing or learning to do.’

Pele



Why Staff Leave...and What You Can Do About It

This session will look at the most common reasons for high turnover; why staff leave teams and organisations, what high performing teams do to retain staff; what can be done to improve retention and how can we do that?

It will offer an insight into what the best environments do to retain their talent.

Learning Outcomes:

- Potential traps to avoid losing staff
- Best practice for keeping staff
- Practical tools and techniques to improve engagement and retention rates
- The next steps

Presented by Tim Cox, Managing Director, Management Futures

Success Doesn't Have To Be Stressful

Stress is not inevitable, it is avoidable. Learn to put your life back into balance and be the best you can be.

Have you ever thought that there has to be a better way? That stress is having too big an impact on your job, career, and your life? Using the unique 'Don't Just Be' approach, Laura and Laila will talk you through how to make one of the most stressful industries a breeze for both you and your team. This session will arm you with practical tips on how to spot the signs of stress in yourself and others, and will give you useful advice that you can put into practice today to reduce the symptoms of stress in your own life.

Learning Outcomes:

- Identifying what is worth stressing about
- Recognising personal symptoms of stress
- That everyone experiences stress in different ways
- The "Don't Just Be". 10 point plan

Presented by Laura Capell-Abra, Career Coach and Laila Datto, Wellbeing Coach, No More If's or But's

Be The Best You

Exceptional professional impact in business requires professionals to have strong emotional intelligence and adapt themselves to do and say the right thing at the right time... in multiple environments with multiple stakeholders, authentically. This is easy to say but not always easy to do.

Discover a sophisticated performance skill set that will empower you to confidently adapt "natural" behaviours and responses to instantly and credibly become who you need to be, when you need to be it, without feeling inauthentic or worrying about how others perceive you.

Presented by Mark Doyle, Managing Director, The Method



Timings and Costs

Times:	09:00 — 17:15
Education hours:	6 Hours
Cost of Turf Managers' Conference:	
Member (including Lunch)	£114.00 + VAT
Non Member (including Lunch)	£224.00 + VAT



Deputies' Conference

Main Auditorium | Tuesday 22 January

Evaluating the Course Maintenance Budget, Deliver Course Quality and How to Come in On Target

This session will provide an insight into how to budget and take control of your purchasing options as the professional custodian of your club or proprietor's investment in purchasing products, machinery and services for the golf course. Evaluate and compare products, the suppliers' services, evaluate performance, track expenditure and the value / quality balance it represents for your course.

Learning Outcomes:

- Evaluate what and how much to purchase
- Compare and price products and suitability for the Maintenance Plan of the Course
- Budget and strategies for managing it
- Tendering exercises and maintaining professional relationships with suppliers
- Evaluate product performance and its "value" to you
- Quick wins and top tips!

Presented by Paul Copsey, Course Manager, Langley Park Golf Club

Using Your Phone to Manage Your Facility

This session will take a look at some features, add-ons and apps that can turn your smart phone into a valuable assistant. It will discuss some of the more practical apps that can be used to manage your facility.

Learning Outcomes:

- Use your phone's camera to its full potential
- Get first-hand knowledge of some of the better apps available to turfgrass managers
- The costs of the various technologies

Presented by Dr Mike Richardson, Professor, University of Arkansas

Life is Like a Box of Chocolates

Progression and change in your career are mostly positive times however, be aware that all is not what it seems. Milestones in your life can come with additional pressures; stresses and strains which, if not realised, can reduce your mental well being which can adversely affect your work, home life and decision making. The aim of this session is to make you aware of these possible factors, ways to control them and what help is available to you if required.

Presented by Rob Welford, Head Greenkeeper, Waltham Windmill Golf Club

Golf is a Business

This session will focus on the importance of understanding that golf is a business and how the head greenkeeper / course manager benefits from recognising that they are an integral part of it.

Discussing the notion that a greenkeeping management role is about more than just producing a great playing surface and managing the greenkeeping team. It's about recognising who the golf course 'belongs' to and how, as the main asset; it has to perform for the benefit of the business. The challenges of keeping members, committees and the club management satisfied by learning to manage expectations and be adaptable within the limitations of the resources available.

Learning Outcomes:

- How course management and the 'business of golf' are linked
- Managing a committee
- Manage your own and other's expectations
- Understand it's not all about you
- There's a right way and a wrong way to be involved with the club
- Meetings will be part of your job, so enjoy them...
- Work is important but never forget about home

Presented by Steve Chappell, Golf Course Superintendent, Royal Bled Golf Club

Maximise Your Personal Impact

Discover how it is possible to consciously adapt "natural" behaviours and responses to ensure you always project the professional image you want and effortlessly control others perception of your impact – in any work situation.

Understand the behaviours you need to deliver beyond current capabilities and leave an exceptional impact in every interaction.

Presented by Mark Doyle, Managing Director, The Method

Timings and Costs

Times: 09:00 – 13:00
Education hours: 3 Hours

Cost of Deputies' Conference:

Member £40.00 + VAT
Non Member £70.00 + VAT

BIGGA Young Greenkeepers' Conference

BIGGA's Young Greenkeepers Committee present their second national conference specifically designed for young greenkeepers. The Conference provides the opportunity to meet other greenkeepers and to attend education that will benefit you in your career as you move up the greenkeeping ladder. Senior colleagues are welcome to attend with their young greenkeeper.

The Young Greenkeepers' Conference will be followed by a networking lunch (included in the cost)

Put Down Your Phone, I'm Talking to YOU! The Importance of Face to Face Communications

It has never been easier to communicate with each other and we live in a world where mobile phones are king. However, it's not always the best way to communicate and can often lead to misunderstandings.

As you progress in your greenkeeping career you will find yourself in supervisory and management roles, working within teams, with club management and committees. Face-to-face communication will be a vital skill.

Although it should be the most basic form, face-to-face communication can often be the trickiest. In this session you will learn simple techniques that you can apply immediately and hone over time, enabling you to improve relationships and rapport with others.

Learning Outcomes:

- The importance of face-to-face communications
- Consider your audience for face-to-face communications
- Become more comfortable explaining things in small groups
- The importance of your body language and that of the person you're talking to
- The importance of eye contact
- How to increase your amount of face-to-face communication

Presented by Jon Kiger, Director of Media and Membership, TurfNet

Basics of USGA Greens Construction

Constructing putting greens with good drainage provides a strong foundation, to ensure the likelihood of success for years to come. No other form of putting green guidelines have been developed as rigorously or with the same scientific scrutiny as those developed by the USGA, to ensure that putting greens drain properly. This session will shed light on the principles of a "USGA Spec" green and the revisions that have taken place to refine the recommendations.

Learning Outcomes:

- The history of USGA green construction
- Some basic principles of soil physical properties
- New revisions to USGA construction guidelines

Presented by Elliott Dowling, Agronomist, USGA

What I Wish I Knew – Stepping Up to First Assistant / Deputy

The session aims to help ambitious greenkeepers who are keen to prepare themselves for a future managerial role.

Based on my experience of what it is like to take the step up to management early on in your career, this session will focus on the education and experiences that I believe have helped me in my current role as Deputy Head Greenkeeper. It will identify experiences and education that I wish I had undertaken before I reached a managerial level.

Presented by Alex Brougham, Deputy Head Greenkeeper, Trentham Park Golf Club

Snapshot on: Toro Student Greenkeeper of the Year

How Toro Student Greenkeeper of the Year can help enhance your career.

Presented by Nick Machin, Assistant Greenkeeper, Royal Cinque Ports Golf Club and Angus Roberts, First Assistant Greenkeeper, Schloss Roxburgh

Snapshot on: Volunteering

How volunteering can help to enhance your career.

Presented by Stefan Carter, Senior Greenkeeper, West Course, Wentworth Golf Club

Snapshot on: My Intern Experience

How international experiences can help you gain some vital life experiences.

Presented by Sam Sweetzer, Greenkeeper, Queenwood Golf Club

Young Greenkeepers' Conference is kindly supported by

BARONESS
Quality on Demand

Timings and Costs

Timings (including Lunch) 09:00 – 13:30
Education hours: 2.5 Hours

Cost of Young Greenkeepers' Conference:

Member (including Lunch) £25.00 + VAT
Non Member (including Lunch) £35.00 + VAT



Rewilding the Golf Course

The promotion of wildlife and conservation on a golf course, and the importance of the golf environment awards.

Learning Outcomes:

- Golf courses are not sterile inhospitable environments for wildlife
- Effective communication with the members about what's going on around their course and what wildlife they can see
- A greenkeeper is more than just a grass cutter
- Involve non members to appreciate the wildlife a golf course has to offer
- Keeping good records of the wildlife you see
- Using social media to connect with people and share ideas

Presented by Stephen Thompson, Greenkeeper, John O'Gaunt Golf Club

How Environmental Groups and Government Departments Can Help

This session will identify ways to contact local environment groups and how you can work together for a mutually beneficial outcome. It will provide information about funding that is available, how to get it and what costs the golf club might incur. It will also highlight the environmental and wider benefits to the club.

Presented by Trevor Harris, Deputy Course Manager, Castle Course, St Andrews Links Trust

Widening the Brief

This session will address the importance of understanding wider landscape management and it's value to nature conservation on the golf course. As it becomes increasingly recognised that the conservation of our diminishing wildlife must be connected through habitat linkage, patch size and quality, this talk will outline how clubs are already taking on a much wider landscape approach to their management.

Presented by Bob Taylor, Head of Ecology and Environment, STRI Group

Ecological Challenges of a SSSI Site

In this session Andy will discuss how, when working for the National Trust, he addressed some ecological challenges on a SSSI site. Learn how this knowledge is now being used in his position as First Assistant at Warrington Golf Club with responsibility for ecology. It will look at engaging members in ecology, managing the public and creating a sanctuary.

Presented by Andy Riley, First Assistant, Warrington Golf Club

Golf Courses are Living Landscapes

In this session Warwickshire Wildlife Trust will discuss how they have been supporting Coventry Golf Club to achieve the internationally recognised GEO Award. Working in partnership for a number of years, they have offered advice and guidance as well as recording the wildlife on the golf course to help engage members. The approach is to recognise that the primary function of the golf course is to provide a high quality sporting experience for members and that it doesn't have to be at the expense of wildlife. It will also focus on birds of prey as a target species, to help demonstrate how golf clubs can provide a lifeline for nationally threatened wildlife at the same time as benefiting the business and the player experience. The advice given aims to demonstrate how simple changes in the management of a golf course can add significant value to wildlife, whilst also saving the club money and making it more efficient.

Presented by Ian Jelley, Director of Living Landscapes, Warwickshire Wildlife Trust

Timings and Costs

Timings	13:15 — 17:00
Education hours:	2 ¾ hours

Cost of Ecology and Environmental Forum:

Member	£40.00 + VAT
Non Member	£70.00 + VAT



Black-tailed Skimmer by Stephen Thompson



Managing Native Bents Without Stressing Fescue

The management of native bents can be one of the biggest headaches for links managers trying to promote fescues within the sward.

Learning Outcomes:

- Location and brief information on Burnham & Berrow
- Brief history of sward composition
- Changes in greens maintenance over the last 15 years
- Chemical control
- Current management strategy to control our native bents
- Future strategy of our native bents

Presented by Richard Whyman, Course Manager, Burnham & Berrow Golf Club

Monoculture or Multiculture — Which is Preferable in a Links Environment?

This session will discuss grass composition objectives for links courses, the difference between multicultures and monocultures and how to achieve the right botanical outcome for both member and championship play.

Learning Outcomes:

- What a grass monoculture is and the impact this has on management and performance
- What a grass multiculture is and the impact this has on management and performance
- Appreciate the benefits of blending grasses from an agronomic and ecological perspective
- The strengths and weaknesses of component grasses
- How to develop the right blend for your course and the techniques used in this process
- Requirements for making such mixes/blends work at the highest level of golf

Presented by Alistair Beggs, Head of Agronomy and Ecology, STRI Group

High Budget vs Low Budget

In this session two links managers will discuss how their budgets and resources control what they do and how it effects the way they manage their golf courses.

Presented by Allan Patterson, Director of Golf Courses & Estates, Trump Turnberry and Stuart Imeson, Golf Course Manager, Dunstanburgh Castle Golf Club

Soil Surfactants and Irrigation Management

Soil surfactants or wetting agents are often a crucial tool in managing turfgrasses, especially in sandy conditions. This session will focus on how surfactants can improve water retention and distribution in the soil.

Learning Outcomes:

- The cause of localised dry spot
- How wetting agents overcome localised dry spot
- Can wetting agents be used to improve irrigation applications?
- Determine if there are differences in wetting agents – movers vs retainers
- Assess if wetting agents can affect surface playability

Presented by Dr Mike Richardson, Professor, University of Arkansas

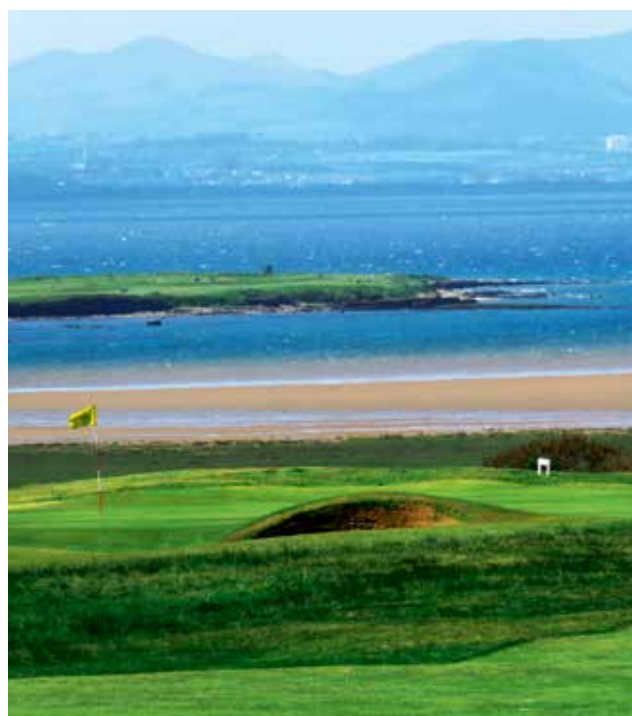
Coul Links — The Story So Far

This session will look at the planning and construction of the new 18 hole championship links golf course at Embo, Dornoch. It will discuss the project from the beginning, right up to where they are now....

Presented by Chris Haspell, Project Manager/General Manager, Coul Links

Timings and Costs

Timings	13:15 — 17:00
Education hours:	2 ¾ hours
Cost of Links Forum:	
Member	£40.00 + VAT
Non Member	£70.00 + VAT





Golf Course 2030 Initiative

Wednesday 23 January

An industry roadmap addressing challenges from the changing climate, resource constraints and regulation to secure optimal golf course condition and playability for current and future generations

The world is changing for the golf course manager, in terms of the weather they are facing, the tools they have available to deliver playing surfaces, the regulations they must comply with and the influence of outside agencies; all of these can have a direct impact on course condition. Golf needs to be proactive if course managers are going to be able to cope with these challenges. Golf needs a vision of the environment that we might experience in 2030, what impact this could have on playing surfaces, given current operating practices, technological capabilities and what can be done to manage these challenges to continue to meet golfer expectation.

The Main Aims of the Golf Course 2030 Initiative:

- Promote the need for resilience and future-proofing of golf course condition and management
- Identify global, regional and local challenges
- Raise the awareness of key stakeholders to the potential impact of the challenges facing course managers
- Devise pathways for uncovering solutions to challenges
- Prepare the industry and golfers for challenges to which affordable solutions cannot be found
- Support the greenkeeping profession and raise its profile
- Bring key stakeholders in the industry together so they are speaking with one voice, to ensure that there is commonality of language and messaging
- Deliver an acceptable standard of golf course condition, given prevailing circumstances

There are three main areas of change that are impacting on course management:

1. Climate
2. Resources
3. Regulations

In this panel discussion all three areas of change will be considered by a panel of industry experts before a question and answer session is held.

The panel will be chaired by the R&A's Director of Sustainability, Steve Isaac.



Timings and Costs

Timings 15:00 – 16:30
Education hours: 1 ½ hours

Cost of Golf Course 2030 Initiative

Member	Free
Non Member	Free



Two Day Workshops

Irrigation Design and Auditing

Was your irrigation system put under pressure in 2018? Does your irrigation system need auditing to improve its efficiency and effectiveness? Is your irrigation system becoming old, inefficient and requiring upgrading?

Irrigation is an important element of golf course management to ensure quality, consistent playing surfaces. It is required to supplement natural precipitation during periods of dry weather and aid with maintenance practices such as the washing in of wetting agents etc. On this basis it is imperative it functions when required, particularly as it is the most expensive single item of maintenance equipment on any golf course. With the ever pressing demands on water resources within our environment, water needs to be used efficiently and this requires an efficient irrigation system.

The aim of this workshop is to provide an understanding of irrigation system design and auditing to enable informed and accurate decisions to be made when managing, adding to, or upgrading your golf course irrigation system.

The workshop will discuss and demonstrate, using a worked example, of a basic irrigation design helping delegates to understand the principals of irrigation design. Delegates will prepare their own six hole irrigation designs in small groups.

Learning Outcomes:

- How to establish an efficient irrigation system
- Deciding upon the areas to be irrigated, correct sprinkler selection and spacing for irrigation of key surfaces
- Sprinkler precipitation rate and run time calculations to enable accurate irrigation scheduling and water usage
- Worked example of small irrigation design
- Six hole irrigation design
- How to audit your irrigation system to improve efficiency and save water

Presented by Adrian Mortram, Design Consultant and Managing Director, Robin Hume Associates Ltd

Timings and costs

Sunday 20 January	09:30 — 17:30
Monday 21 January	09:00 — 17:00
Education hours:	12 Hours
Cost	
Member (including Lunch)	£225.00 + VAT
Non Member (including Lunch)	£325.00 + VAT



Workshops

One Day Workshops

An Introduction to Mindfulness

This one day workshop will introduce the key concepts of mindfulness. Delegates will engage in activities to foster mindfulness that can be easily integrated into daily life and be used to significantly reduce stress, both at home and at work.

Learning Outcomes:

- Understand the meaning of mindfulness
- Develop techniques to reduce stress
- Fostering self-kindness to help overcome difficulties and change long term behaviours
- Develop skills to let go of problems/unhelpful thoughts
- Develop inner resources to cope better during difficult times

Presented by Martin Grindrod, Master Trainer/Founder, Inspire Evolution Limited

An Introduction to Sports Turf Machinery Maintenance



This workshop will give delegates an introduction to understanding sports turf machinery maintenance. It will explore preventative maintenance, logical fault finding and level one repairs.

Learning Outcomes:

- Preventative maintenance processes
- Parameters to prevent breakdowns
- Identify faults that can be fixed and those that need to be referred back to the dealer
- Knowledge and skills to utilise modern turf machinery diagnostic capabilities
- Develop fault reporting skills for the technician to improve 'fix right first time' rates
- Maintain accurate service records to comply with legislation

Presented by Ian Sumpter, Managing Director - Training and Assessments EMEA, Mow-Sure Training Ltd

Basic Golf Mechanics

This workshop will provide an overview of basic mechanical, electrical and hydraulic systems as seen regularly by a golf course technician.

Learning Outcomes:

- Review key safety aspects of undertaking maintenance and repair tasks in a workshop environment
- Basic maintenance as per manufacturers guidelines
- Basic lubrication and hydraulic maintenance
- Improve understanding of the importance of battery maintenance and how to perform this
- Understand basic electrical circuits and diagnostic procedures
- Understand basic hydraulic systems and diagnostic procedures

Presented by Nigel Church, Product Trainer and Callum Gaskell, Product Support Assistant, Cutting Edge Training, Ransomes Jacobsen Ltd

Budget Building for Golf Course Management

Designed for Golf Course Managers, Deputies and Assistants, this one day in-depth workshop provides a step by step guide to the relevant factors that constitute a golf course budget, budget building, monitoring, selling/justification and how to protect budget outcomes. Delegates will increase their understanding and confidence in the factors that relate to golf course budgeting through a mixture of PowerPoint presentation, group participation and role-play.

Learning Outcomes:

- Budget background and content
- Learn how to build a detailed budget
- Budget forecasting
- Budget report writing
- Factors to consider when selling a budget
- Monitoring systems on invoicing and budget performance (track expenditure)
- Financial ownership and cost reassessment

Presented by Lee Strutt PGDip, MG, CGCS, MS, Golf Course Manager, Royal Automobile Club

I found the whole conference extremely useful, the speakers were all very good and I found the topics relevant to me. It was very inspiring and the whole event was a great success. I would highly recommend the Young Greenkeepers' Conference as it's an excellent opportunity to network with like-minded people and the chance to meet others working in the greenkeeping industry.

Tom Smith, Milford Golf Club

Everything You Want to Know About Bunkers... And More!

Learn about the history, design, construction and maintenance of golf course bunkers together with assessing and managing the costs associated with this labour intensive aspect of course management.

Learning Outcomes:

- Advanced understanding of the history of bunkers through the ages
- Develop appreciation of the siting of these features from a playing perspective
- Improved knowledge of different construction methods and styles
- Learn techniques for developing capital and maintenance budgets
- Develop on-going maintenance plans and cost reductions
- Develop knowledge of providing improved playability for all levels of golfer

Presented by Andy Campbell MG CGCS CCM, Owner, Campbell Golf Associates and Jerry Lemons, President, Better Billy Bunker Inc

How to Coach Teams and Individuals



Coaching is now a wide spread skill to give enhanced feed back, but it can also be used to develop improved performance in individuals and teams. This session looks at the different coaching methods and shows which ones are suited for greenkeeping situations. It will also provide accompanying techniques to deliver the performance change required.

Learning Outcomes:

- Know what the coaching processes are and choose an appropriate approach
- Identify and remove barriers that prevent effective coaching
- Be aware of the skills and techniques of work based coaching
- Know how to plan and reflect on coaching exchanges
- Develop an effective coaching management style to gain respect
- Know how to develop people with coaching feedback

Presented by Michael Astrop, Principal, Coach the Mind



Workshops

The Brilliant Manager

Most organisations recognise that 'First Line Management' is a pivotal role in the success of the business. Without a sound understanding of the manager's role and a good grasp of the basic skills, first time managers may struggle. The Brilliant Manager workshop provides a solid grounding for those stepping up to the role of manager, or for those requiring a refresher of the skills required to be an effective manager.

Learning Outcomes:

- The purpose and objectives of the management role
- Different ways people manage and identify the most successful management behaviours
- Basic principles of team building
- How to manage the performance of individuals and teams
- What motivates people and how to develop that motivation
- Key skills of coaching
- Produce a personal development plan that will help you implement the learning

Presented by Malcolm Hewitt, Facilitator, EQV UK Ltd

Fertiliser Programmes From First Principles

This workshop is aimed at Assistant and First Assistant Greenkeepers who are not currently responsible for fertiliser programmes. The workshop will start at the beginning, with the roles of N, P and K. It will work through the nutrient requirements of different grasses in different situations; identify and characterise different sources of the major nutrients and discuss the ways in which they are released to the plant; identify 'what's in the bag' (or drum); select products for different seasons and growth responses; formulate programmes which will deliver the required quantity of nutrient.

Learning Outcomes:

- The roles of N, P and K
- Identify the fertiliser needs of different turfgrass situations
- The characteristics of different nutrient sources
- Understand fertiliser formulations
- Select fertilisers for use in specific situations
- Formulate a fertiliser programme

Presented by Dr Paul Miller, Lecturer in Greenkeeping

The Disturbance Theory 10 Years On



This one day workshop will look at all aspects of the Disturbance Theory from its scientific principles based upon Comparative Plant Ecology and how different plants and grasses have adapted their growth strategies to take advantage of a particular environmental niche.

Ten years after its initial release, the reasons for and factors behind relaunching the Theory will be discussed. This will include climate change, tighter pesticide regulation and water use, combined with the demand for more sustainable and superior playing surfaces.

The different growth strategies of the major turfgrasses will be described; how greenkeeping operations can impact on the species composition of the sward and how an understanding of these can help manipulate sward species composition towards your desired sward blend.

The practical implication of the Theory will be described following the Four Phased approach and STRI Programme data, accumulated over the last eight to nine years. It will be integrated into the discussion to illustrate how data can be used to inform decision making regarding refinement inputs and the general management of putting surfaces in a Disturbance Theory way.

Learning Outcomes:

- Understand the principles of comparative plant ecology
- Provide knowledge of the Disturbance Theory
- How the Disturbance Theory can help achieve your sward composition goals
- The threats to golf course management
- How the Disturbance Theory has changed over the past 10 years
- Examples of how it has been implemented

Presented by Richard Windows, Agronomy Manager and Adam Newton, Senior Agronomist, STRI Group

Timings and costs

Time	09:30 — 17:30
Education hours:	6 Hours
Cost	
Member (including Lunch)	£114.00 + VAT
Non Member (including Lunch)	£224.00 + VAT

'Success is the result of perfection, hard work, learning from failure, loyalty, and persistence.'

Colin Powell

Half Day Workshop (Morning)

Gadgets and Gizmos – Using Technology to Monitor the Turf Environment NEW

This half day workshop will focus on tools that a turfgrass manager can use to assess and manage their facility. Some of the topics that will be covered include technologies to measure soil moisture, light, green speed and firmness. Costs, benefits and shortcomings of each technology will be presented.

Learning Outcomes:

- How various technologies work and what they are actually measuring
- Use collected data to make decisions
- Assess the costs, benefits, or shortcomings of various technologies

Presented by Dr Mike Richardson, Professor, University of Arkansas

Half Day Workshop (Afternoon)

What About Work Related Stress? NEW

This half day workshop will look at understanding stress, the nature of stress and why we get stressed. It will look at the effects on the individual, the workplace and the business and what can be done to manage it.

Learning Outcomes:

- Understanding stress
- The physical outcomes and characteristics of stress
- Identify causes of stress in the workplace
- Learn how to evaluate work related stress
- Strategies for managing work related stress
- Establish the advantages of managing work related stress

Presented by John Ross CMIOH MG, Safety Consultant and Trainer, Compliant Grounds

Timings and costs

Morning	09:30 – 13:00
Afternoon	14:00 – 17:30
Education hours::	3 Hours
Cost	
Member (including Lunch)	£61.50 + VAT
Non Member (including Lunch)	£111.50+ VAT



Workshops

One Day Workshops

Basic Golf Mechanics

This workshop will provide an overview of basic mechanical, electrical and hydraulic systems as seen regularly by a golf course technician.

Learning Outcomes:

- Review key safety aspects of undertaking maintenance and repair tasks in a workshop environment
- Basic maintenance as per manufacturers guidelines
- Basic lubrication and hydraulic maintenance
- Improve understanding of the importance of battery maintenance and how to perform this
- Understand basic electrical circuits and diagnostic procedures
- Understand basic hydraulic systems and diagnostic procedures

Presented by Nigel Church, Product Trainer and Callum Gaskell, Product Support Assistant, Cutting Edge Training, Ransomes Jacobsen Ltd

N.B. This is a repeat of the workshop scheduled on Sunday 20 January

Planning and Management of Complex Tasks and Small Projects

A comprehensive coverage of the basic skills needed to plan and manage complicated tasks and projects around the golf course. It will look at the skills and processes required for pencil and paper planning to the needs of computer based Gantt Charts and Critical Path Analysis. Ideal for greenkeepers and managers that have a range of different types of short to medium term projects to complete around the golf club.

Learning Outcomes:

- The principles of the project management process
- Know how to scope a project and create a Project Initiation Document
- Creating a key stage critical path plan with identified dependencies
- Identifying stakeholders and agreeing a process
- Monitoring and controlling projects in an effective and systematic way
- Evaluate progress and establish post-project costs and structures

Presented by Michael Astrop, Principal, Coach the Mind

How to Motivate Your Team

One of the most important factors in determining the success of a team is the level of motivation of the people within the team. Highly motivated individuals demonstrate extraordinary levels of effort and commitment, whereas demotivated staff will drag down productivity and create a negative working environment. This course is designed for deputies and managers to create an environment where individual motivation blooms and staff become re-energised, focused and keen to get the best results.

Learning Outcomes:

- Dispel the common myths associated with motivation
- Understand the impact a manager's beliefs and actions have on motivation
- The main principles of human motivation
- A strategy for applying the principles
- Basic management skills that promote motivation
- Create an action plan to improve motivation in your workplace

Presented by Malcolm Hewitt, Facilitator, EQV UK Ltd

Surveying Trees – Assessing Risks IOSH Certificated Workshop

This one day workshop is an IOSH Approved course. The workshop will cover trees and the law, parasitic tree fungi, tree defects and Health and Safety when surveying trees and assessing risks.

A course workbook will be provided and candidates will undertake an assessment, moderated by the Institution of Occupational Safety and Health. Candidates who successfully complete the workshop will receive an IOSH certificate.

Learning Outcomes:

- The importance of carrying out regular "Surveying Trees-Assessing Risks" assessments
- Trees and the Law
- Spotting obvious tree defects
- Zoning usage of a golf course which relates to "Surveying Trees-Assessing Risks" frequency
- Confidently dealing with golf club members' tree issues
- Understanding arboricultural works

Presented by Ged M. Collins, Arboricultural Consultant, Global Tree Vision

N.B. All delegates booking the "Surveying Trees-Assessing Risk" workshop will be charged an additional fee of £43.00 to cover the cost of the IOSH Certification, Assessment and the course workbook.

'You're never too old to start learning, and you're never too young to aim high and achieve great things.'

Asa Hutchinson

Renovating Your Golf Course

This one day workshop will take a holistic look at the areas to be considered when looking at renovating and restoring your golf course. From tips and techniques on how design can improve your existing course and practice facilities to getting started and completing the project. Find out how to achieve successful outcomes and explore ways to use your facility to broaden your target market whilst providing enhanced income streams for the club.

Learning Outcomes:

- Use design to improve your existing course
- Why improve practice facilities?
- Setting budgets and expectations
- Selecting an architect or consultant
- Construction methodology, before, during and after
- Future trends in golf course design

Presented by EIGCA Members, James Edwards, Golf Course & Academy Architect, EDI-Golf Ltd and Marc Westenberg, Golf Course Architect, Westenberg Golf

Sustainable Grass for Golf

This one day workshop will cover the basic principles of sustainable greenkeeping, why is it important and how sustainable management can realistically be achieved regardless of site conditions, resources and climate. The improvements made from a sustainable approach will be presented along with different strategies examined.

Learning Outcomes:

- Understanding of the term "sustainable"
- Why is a sustainable management approach important?
- The benefits of a sustainable approach
- Implementation of a sustainable management programme
- Considerations of sward species change and is it always necessary to be more sustainable?
- Examples of different approaches in varying climates with different grass types

Presented by Richard Windows, Agronomy Manager and Adam Newton, Senior Agronomist, STRI Group

Understanding the Maintenance and Management of Your Irrigation System

Your irrigation system plays a vital part in the agronomic and economic performance of your club. This interactive workshop will enable you to increase your understanding of how and why we irrigate. It will include practical and management skills to enhance your maintenance regime. This one day workshop, delivered by industry professionals with end-user experience, will enable you to maximise the performance of your irrigation system.

Learning Outcomes:

- Why we irrigate golf courses as part of our agronomic programmes
- Irrigation components and their function within a golf course system
- Practical skills to perform basic maintenance and daily set up of key components
- How to set and adjust watering programmes for maximum efficiency
- Irrigation management plan development for your site
- The sustainable use of water in the short, medium and long term

Presented by Alastair Higgs, Golf District Manager UK & Ireland and Stuart Tate, Golf Specification Manager, Rain Bird Europe

Understanding Your Cutting Units

This one day workshop will cover how a cutting unit works, how to select the right specification of unit for your conditions and how to set-up and adjust your cutting units correctly.

Learning Outcomes:

- How a cutting cylinder works
- Set a unit on cut correctly
- Adjust the height of cut accurately
- Set-up a turf groomer correctly
- Understand clip rate and how to change it
- See the difference between bench and actual mowing heights

Presented by Ian Sumpter, Managing Director – Training and Assessments EMEA, Mow-Sure Training Ltd and Ian "Mitch" Mitchell, Director, High Five Training

Timings and costs

Time 09:00 – 17:00
Education hours: 6 Hours

Cost
Member (including Lunch) £114.00 + VAT
Non Member (including Lunch) £224.00 + VAT

N.B. If booking the Surveying Trees – Assessing Risk IOSH workshop an additional £43.00 will be added to the course fees

Workshops

Half Day Workshops (Morning)

Develop Your Personal Brand

We all have a personal brand — but not everyone consciously develops a brand that will maximise personal potential and drive future career progression.

This dynamic half day workshop introduces a unique template that empowers you to define a personal brand that reflects who you want to be.

Learning Outcomes:

- Create a personal brand by design and not default
- Define the behaviours required to instantly project your Personal Brand
- Make conscious changes in behaviour to embody values and improve performance

Presented by Mark Doyle, Managing Director, The Method

Identification and Selection of Amenity Grass Species and Cultivars for Golf

This half day workshop will provide delegates with the practical identification of the main grass species used in amenity turf. Covering plant morphology, growth habit and key identifying features of amenity grasses. Selection of correct species/cultivar for specific sports and amenity uses. What different characteristics do amenity grasses display? Advantages and disadvantages of different species. Why do we select specific species for certain sports? What are the best grasses for use on a golf course?

Learning Outcomes:

- Identify grasses used in amenity surfaces
- Identify key morphological features of grass plant
- Distinguish individual grass plants within mixed turf
- Select correct species for intended use
- Select best cultivar(s) of species for specific use
- Understand the selection of grasses process

Presented by Mark Ferguson, Research Manager, STRI Group

“There’s no shortcut to learning a craft; you just have to put the years in.”

Kylie Minogue

Health and Safety for Beginners

This half day workshop has been designed for those who need to understand what Health and Safety is all about and why it is so critical for greenkeepers.

Learning Outcomes:

- Why safety matters
- Why we assess risk
- How to identify a hazard
- What is risk
- Using a risk assessment to your advantage
- When to revise and update a risk assessment

Presented by John Ross CMIOSH MG, Safety Consultant and Trainer, Compliant Grounds

Half Day Workshops (Afternoon)

Drainage: Designs and Installation

This half day workshop is designed for greenkeepers and grounds staff, who are considering installing drainage, either themselves or by using a contractor. The workshop will introduce delegates to the soil water environment, introduce effective drainage design and calculate the correct spacing to ensure that any systems installed will be effective and a worthwhile investment.

Learning Outcomes:

- Have an understanding of the soil water environment
- Be able to understand how a drainage system is designed
- Be able to calculate drainage spacing

Presented by Steve Prinn, Lecturer in Greenkeeping

Enhance Staff Performance Using Non-Directive Coaching

This half day workshop will introduce the core skills and mindset required for successful coaching. It will look at Push development vs Pull development; when to coach and when not to; mindset and skills required to coach effectively and build awareness of simple behaviours that can have a huge impact.

Learning Outcomes:

- What a coaching approach is and what it is not
- How to build trust and create psychological safety
- The power of listening in depth
- Key questions for agreeing strong goals
- Tangible steps to engage staff immediately

Presented by Tim Cox, Managing Director, Management Futures

What's in a Soil Analysis?

All greenkeepers will have a soil analysis carried out, but do you know what it all means? This half day workshop examines the various types of soils that fine turf grow in and how the soil type impacts on nutrient availability. Examining what the essential nutrients are and what form the nutrients need to be in for optimum plant availability.

Discover the correct way to take a soil sample and what key components greenkeepers should be aware of when reading a soil analysis. Finally the workshop will focus on how these key components and nutrients will affect plant growth and how often the soil should be tested.

Learning Outcomes:

- Basic soil texture and structure and how these affect CEC and nutrient availability in the soil
- Essential nutrients and their effects on the plant
- How the plant takes up nutrients and available forms
- How to take a soil sample
- How to read a soil analysis and what key components you are looking for
- How will the nutrient affect the plant and how regularly should an analysis be done

Presented by Henry Bechelet, UK & Ireland Technical Sales Manager and Dr Andy Owen, International Technical Manager, ICL

Timings and costs

Morning	09:00 — 12:30
Afternoon	13:30 — 17:00
Education hours:	3 Hours

Cost	
Member (including Lunch)	£61.50 + VAT
Non Member (including Lunch)	£111.50 + VAT

Four Hour Workshop

An Introduction to Soil Microbiology and Basic Microscopy

This four hour workshop is divided into two parts. Part one provides delegates with a sound introduction to the principles of microbiological management and a basic understanding of the vital role that the activities of microorganisms have in unlocking and realising our soil's full potential. Part two addresses the identification of the main components of a simple light microscope, providing take-away tips to help individuals select a suitable model for themselves. In the latter stages of this section of the workshop, we will concentrate on the practical application of this knowledge through a demonstration and training in correct microscope operation and how to use the device to successfully identify the key groups of microorganisms; using this knowledge to carry out effective, qualitative work.

Learning Outcomes:

- Empower growers and greenkeepers to take control of their soil
- Provide a foundation to understanding the importance of soil life
- Be able to identify the key microorganisms in soils and solutions
- Become familiar with the care and operation of a basic light microscope
- Investigate the microbial components of compost teas
- Carry out productive, qualitative assessments

Presented by Dr Jennifer Ings, Laboratory Technician and Simon Parfey, Managing Director, SoilBioLab

Timings and costs

Timings	12:30 — 17:00
Education hours:	4 Hours

Cost	
Member (including Lunch)	£77.00 + VAT
Non Member (including Lunch)	£140.00 + VAT



Focus On Sessions

10 Ways to Handle Difficult Committees

NEW

This Focus On session gives ten simple, but powerful ways to handle challenging people and situations in the club environment.

Learning Outcomes:

- Recognise the signs of conflict and be ready to respond confidently
- Communicate to understand and be understood
- Have a range of techniques to overcome the conflict
- Have improved self awareness
- Be able to manage instinctive responses to aggression
- Deal with situations positively and achieve long term results

Session time and Presenter

09:25 — 11:25

Presented by Michael Astrop, Principal, Coach the Mind

Editing Videos for Social Media and Presentations

NEW

Learn how to edit videos for use on social media. Delegates will learn key skills to get started using Microsoft movie maker as well as demonstrations of other video editing software.

Learning Outcomes:

- Edit video for yourself using Microsoft Movie Maker
- Adding music to video (non copyright protected for use on YouTube, etc)

Session time and Presenter

09:25 — 11:25

Presented by Craig Cameron, Superintendent, Golf Club St Leon-Rot

'I think it's great for everyone when established and well recognised greenkeepers come forward and tell us about where they started – the highs and the lows!'

Matt Purcell, Marriott Forest of Arden

Drought – Water, Water Everywhere, But Not a Drop to Drink

NEW

Drought doesn't have to mean no water, impact on your golf course, clubs' viability or customer experience – if planned for and well managed. Threats to golf water security come from many quarters: global warming, lower rainfall, drier summers, drought and inaction! Add the unpredictable risks of climate change and tighter environmental requirements, without a Drought Management Plan and these changes will likely affect your clubs' business model, customer experience and future growth. This Focus On session offers practical advice on how to identify your clubs' drought risks and develop options to help you plan for a water poor future.

Learning Outcomes:

- Recognise the threats to golf from current and future drought
- Identify the early warning hydrological threshold trigger levels, for the different stages of a drought i.e. normal, potential drought and drought
- Carry out a light touch golf water resources drought audit
- Understand the difference between a drought order, drought permit and how they affect golf club water security
- Develop a golf drought water management action plan framework
- Explain how a good Drought Management Plan underpins UK golf club's future growth and sustainability

Session time and Presenter

12:10 — 14:10

Presented by Junier Browne, Environmental Consultant, JBEL Environmental Services Ltd

Increasing Productivity to Get More Done

NEW

In a world that is more and more demanding, this Focus On session looks at a range of ways to get more done with the time we have and improving our effectiveness during the working day.

Learning Outcomes:

- Understand what steals our time and how to stop it
- Accurately plan and deliver improved productivity
- Handle interruptions and controlling requests responsively
- Avoid procrastination and make better decisions
- Use the importance/urgency matrix
- Manage yourself and others better

Session time and Presenter

12:10 — 14:10

Presented by Michael Astrop, Principal, Coach the Mind

Developing a Machinery Training Plan **NEW**

This Focus On session is for anyone working in a supervisory or management role that wants to develop a structured process to staff training and development. Looking at current staff skills levels, business requirements and legal requirements to develop a training gap analysis and so plan accordingly to manage training requirements.

Learning Outcomes:

- Legal requirements for machinery training
- How to assess skills and know what training is required
- Develop a training budget to meet business requirements
- Present your conclusions to the committee
- The benefits of continuing professional development and training

Session time and Presenter

13:30 — 16:30

Presented by Ian Sumpter, Managing Director – Training and Assessments EMEA, Mow-Sure Training Ltd

Be A Compelling Leader **NEW**

Discover simple but revelatory vocal skills that enable you to speak more clearly and powerfully, engage people more effectively, dynamise conversations and meetings and make messages easier to understand.

Learning Outcomes:

- Get your ideas heard in meetings and increase your powers of persuasion
- Sound more believable, enthusiastic, passionate and inspiring
- Make a lasting, positive impact when communicating up and down the business

Session time and Presenter

13:45 — 16:45

Presented by Mark Doyle, Managing Director, The Method

Managing Difficult People and Situations

Every day people encounter difficult and challenging situations that happen time and time again, but people do not plan and prepare for them. This Focus On session will provide delegates with the skills to recognise the early signs and pre-empt the situation developing and escalating into anger and aggression.

Learning Outcomes:

- Diagnose difficult situations early
- Diffuse and handle difficult situations
- Develop an awareness of verbal and non-verbal indicators of aggression
- Have an assertive approach to deal with people and situations
- Plan and practice defusion skills and techniques to build confidence
- Be confident in their abilities to challenge all future situations

Session time and Presenter

14:45 — 16:45

Presented by Michael Astrop, Principal, Coach the Mind

Timings and Costs

Education hours: 2 or 3 Hours

Cost (2 hours)

Member: £45.00 + VAT
Non Member: £85.00 + VAT

Cost (3 hours)

Member: £61.50 + VAT
Non Member: £111.50 + VAT



'Networking has been cited as the number one unwritten rule of success in business. Who you know really impacts what you know.'

Sallie Krawcheck

Focus On Sessions

The Word Budget is Boring — But Planning and Spending is Fun!

This Focus On session deals with budgeting for golf course maintenance and development. Delegates will learn the fundamentals of what is in an annual maintenance budget, how to 'build' one and how to use and report on your financial progress. The aim of this session is to take both the boredom and fear out of the word "budget".

Learning Outcomes:

- Identifying what you think is in a course management budget
- Establishing why budgets are needed and how they are used as a management tool
- How to construct an annual maintenance budget
- The management of a 'live' budget. Budget versus actual spend
- Budget reporting and responsibilities
- A budget framework for future reference

Session time and Presenter

09:25 — 11:25

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, Kevin Munt Golf Consultancy

Fundamentals of Foliar Fertilisers



This session will focus on how plants absorb nutrients through their leaves and how those nutrients will be moved in the plant once absorbed. Research on nitrogen uptake and other nutrients will be discussed.

Learning Outcomes:

- When and why to use foliar fertilisation
- How plants absorb nutrients through the leaves
- Some of the limitations of nutrient absorption through the leaves
- How "form of nutrient" affects foliar absorption

Session time and Presenter

09:25 — 11:25

Presented by Dr Mike Richardson, Professor, University of Arkansas

Understanding Fungi

Renowned expert and fungi specialist, STRI's Bob Taylor will present a fascinating insight into the role and ecology of fungi in the environment, including information on diversity and identification.

Learning Outcomes:

- Understanding and identifying fungi and their benefits
- Integrating ecology into the golf course

Session time and Presenter

09:25 — 11:25

Presented by Bob Taylor, Head of Ecology and Environment, STRI Group



Stop Telling Your Team – Start Transforming Your Team

In this Focus On session delegates will learn how to get the best work out of a group of individuals in the workplace. Whether a team leader, or a team member, this session can help you transform a random collection of 'mixed ability' individuals into an extraordinary work team. Discover powerful, proven techniques that will help you build a great team – from scratch. This session is for team leaders and team members who want to make a difference. It will equip delegates with techniques to deal confidently with conflict and cliques whilst 'bullet-proofing' the team so that talented team members stay loyal and secure the team's future.

Learning Outcomes:

- Confidently build the complete high performance team in the workplace
- Master the 'magic of measurement' and discover the part reporting plays in transforming a team — whether its members are apathetic or 'high achievers'
- Learn the secrets of great team leaders and never worry again about getting the very best results from the work team
- Confidently deal with cliques and conflicts in the team — especially under pressure
- 'Bullet proof' the team so that talented team members want to stay on-board
- Show suitability for promotion by transforming the performance of your work team

Session time and Presenter

09:25 — 11:25

Presented by Frank Newberry, Golf Sector Trainer, Frank Newberry Seminars



Getting Started with Excel 2013

This Focus On session is designed to give an introduction to the essential aspects of Excel. It is entirely 'hands on' and those attending will gain a good basic understanding of spreadsheets.

By the end of the session delegates will be able to create new spreadsheets, open and change existing spreadsheets and use formatting tools to display and print spreadsheets effectively.

Learning Outcomes:

- Spreadsheet concepts, ribbon and commands
- Creating, saving and closing spreadsheets
- Entering, editing and deleting data
- Using AutoFill, Flash Fill and adding numbers with AutoSum
- Formatting column widths, text and sizes, cell alignment and numbers
- Previewing and printing

Please note: Delegates may wish to bring their own laptop to this Focus On session. Delegates should note that Microsoft Excel 2013 software will be required. If you do not have a laptop one will be provided. Please advise when booking this workshop.

Session time and Presenter

09:30 — 12:30

Presented by Callum McIntyre, Trainer, SmartStyle

An Integrated Approach to Golf Course Management

This Focus On session will explore the role of agronomy and ecology in optimising the golfing experience and will look at the different elements of managing the golf course. It will discuss how taking an integrated management approach can facilitate the overall objective of creating outstanding playing surfaces. The golf course, enhanced by the characteristics of its natural environment, can heighten enjoyment of play and encourage member retention.

Learning Outcomes:

- Integrating ecology into agronomy to benefit the playing surfaces

Session time and Presenter

12:10 — 14:10

Presented by Bob Taylor, Head of Ecology and Environment, STRI Group

Maintaining the Discipline of Your Mates at Work

In this Focus On session you will learn how to make the discipline code work for you whilst remaining good friends with both old and young at work. This session is for you if you are concerned about disciplining your friends. You may have been promoted from within and are now supervising one or more of your best mates. This session is for you if you want promotion but have concerns about the effect on team morale when you have to take a tough line with people. You will discover how to get the very best out of difficult situations at work.

Learning Outcomes:

- Confidently tackle minor and serious discipline problems at work
- Be 'firm but fair' to everyone – and be seen to be so – by all team members
- Quickly respond to minor matters so that they do not become major problems
- Promote 'group discipline' so that the team can positively police and protect itself
- Encourage an ethos of team loyalty with individuals supportive of each other at work
- Show their suitability for promotion because they can build loyal hard working teams

Session time and Presenter

12:10 — 14:10

Presented by Frank Newberry, Golf Sector Trainer, Frank Newberry Seminars

For timings and costs see page 35

Focus On Sessions



Harness Social Media to Motivate Your Team



Most turf professionals know the primary benefits of social media. This Focus On session will look at leveraging social media as a staff motivational tool. Entry level staff in the industry have grown up with technology as a primary component of their lives and will readily accept social media as an integral part of their work experience. The session will share specific strategies and ways to use social media to motivate those within the greenkeeping operation. From staff work anniversaries to renovation projects, many things around the operation can be used to motivate your staff.

Learning Outcomes:

- Leverage social media for staff motivation
- The importance of social media as a motivational tool
- Identify positive ways to motivate staff through social media
- Avoid negative social media within your operation
- Relate to younger incoming members of the greenkeeping profession
- Demonstrate to other departments at the club/course how they may be able to use the same approach

Session time and Presenter

12:10 — 14:10

Presented by Jon Kiger, Director of Media and Membership, TurfNet

Beyond the Basics of Excel 2013

This Focus On session aims to give basic users further knowledge of commands and functions, making them more proficient in spreadsheet design and development. Delegates should already be able to create spreadsheets, perform basic calculations and create basic formulas.

Learning Outcomes:

- Working with columns and rows
- Formatting text and sizes, change number and date formats, apply background shading and cell borders
- Using formulas to add, subtract, divide and multiply numbers
- Use statistical functions: Average, Minimum, Maximum and Count

Please note: Delegates may wish to bring their own laptop to this Focus On session. Delegates should note that Microsoft Excel 2013 software will be required. If you do not have a laptop one will be provided. Please advise when booking this workshop.

Session time and Presenter

13:30 — 16:30

Presented by Callum McIntyre, Trainer, SmartStyle



Criticising and Correcting People at Work

This Focus On session is for you if you are concerned about the negative impact of criticising and correcting people at work. Will individuals be resentful? Will they become uncooperative? Will they complain to others? Will their performance and team morale actually get worse? During this session you will learn how to make a 'feedback contract' with each team member and one for the team as a whole. This session will also help you to encourage the work team to adopt the 'group discipline' approach so that poor performance and difficult people are dealt with speedily using fair measures and agreed processes.

Learning Outcomes:

- Engage with poor performers rather than avoid, accommodate or compromise with them
- Build and maintain a constructive attitude to criticism and correction in the workplace
- Confidently criticise and correct people in ways that bring respect and clarity at work
- Eliminate gossip and complaints that can crop up when feedback is not handled well
- Develop 'feedback contracts' for individual team members and the team as a whole
- Confidently give feedback to colleagues, managers and other key stakeholders

Session time and Presenter

14:45 — 16:45

Presented by Frank Newberry, Golf Sector Trainer, Frank Newberry Seminars

Developing the Nature of Golf

This Focus On session will explore the increasingly important role of the landscape and the environment in sport business management. It will present case studies and provide management advice to demonstrate the benefits of environmental inclusion.

Learning Outcomes:

- Integrating ecology into golf courses
- Understand the aesthetic and playability benefits of a managed environment

Session time and Presenter

14:45 — 16:45

Presented by Rowan Rumball, Ecological Consultant, STRI Group

Timings and Costs

Education hours: 2 or 3 Hours

Cost (2 hours)

Member: £45.00 + VAT
Non Member: £85.00 + VAT

Cost (3 hours)

Member: £61.50 + VAT
Non Member: £111.50 + VAT

Career Development Sessions

So You Want to be Promoted — Essential Skills for Your Career Development

This Career Development session is for greenkeepers and assistant greenkeepers who aspire to developing their career to take the step up to a supervisory role. It will offer an insight into how to enhance your personal and professional skills to increase your opportunities when seeking your next role.

Learning Outcomes:

- Communicating effectively
- People skills
- Responsibilities of a supervisor/manager
- How to think like a supervisor/manager
- Planning your career development
- Producing a professional CV
- Interview tips and techniques

Session time and Presenter

09:15 — 12:15

Presented by Matt Plested, Course Manager, Stoneham Golf Club and John McLoughlin, Course Manager, Warrington Golf Club

Master Greenkeeper Certificate - Stages 1 & 2: Getting Started and the Golf Course Assessment

This Career Development session is for all those interested in embarking on, or already registered on, the Master Greenkeeper Certificate scheme. It will briefly look at how to accumulate credits for Stage One, but will concentrate on Stage Two: the Golf Course Assessment.



Learning Outcomes:

- Logistics of the Master Greenkeeper System
- Requirements for the Golf Course Assessment
- A step-by-step guide to all eight sections of the Golf Course Assessment
- The opportunity to ask questions about the Golf Course Assessment

Session time and Presenter

09:25 — 11:25

Presented by David Langheim MG, Course Manager, Wimbledon Park Golf Club and George Pitts MG, Deputy Courses and Estates Manager, Sunningdale Golf Club

Young Greenkeepers Committee - Different Routes Through the Industry

This Career Development session, presented by Young Greenkeepers Committee (YGC) members, gives an insight into why the YGC was founded, what they have achieved so far and their aims for the future. It will also highlight some career changing opportunities available within BIGGA, showcasing successful applicants. The YGC hope to show how these opportunities help with the progression of a career and finally the importance of building a support network through BIGGA and your peers.

Learning Outcomes:

- An introduction to the YGC
- The YGC's journey so far and their ambitions
- Opportunities available to members of BIGGA
- A guide to being selected for opportunities within BIGGA
- A route to success
- Gaining the most from BIGGA and your peers

Session time and Presenter

10:40 — 11:40

Presented by Lyle Davidson, Deputy Head Greenkeeper and Head Groundsman, The Carrick Golf Club and Chris McMurdo, Assistant Greenkeeper, The Mere Golf Resort & Spa

Why Should I Employ an R&A Scholar

Why, when faced with two candidates at interview with equal experience, would you choose an R&A Greenkeeping Scholar? What can a Scholar contribute to your business? Could you take advantage of the extensive Scholar's network to get the best people for your job vacancy? Would you value that connection with The R&A? Industry leaders Gordon Moir and Alistair Beggs, together with two R&A Scholars, will give their views on the benefits both to their organisation and to the industry in general, of employing R&A Greenkeeping Scholars. Come and find out what value an R&A Scholar could add to your team!

Learning Outcomes:

- Understand the R&A Greenkeeping Scholarship Programme
- The benefits of employing an R&A Greenkeeping Scholar
- What an R&A Scholar can contribute to your golf club
- The networking opportunities available
- The importance of greenkeeping education and employment prospects

Session time and Presenter

12:00 — 13:00

Presented by Wendy Cole, Manager — Sustainability, The R&A; Alistair Beggs, Head of Agronomy, STRI Group; Gwynn Davies, R&A Scholar, Greg Fitzmaurice, Course Manager, Hunley Hotel and Golf Club and Gordon Moir

Master Greenkeeper Certificate — Stage 3, The Examinations

This Career Development session is for all those registered on, or interested in undertaking, the Master Greenkeeper Certificate scheme and will give an in-depth guide to undertaking and completing the Stage 3 Examinations.



Learning Outcomes:

- An appreciation of the breadth of the examination syllabus
- The parameters and expectations for answers to questions
- The importance of answering specific questions posed
- The opportunity to ask questions about the examinations

Session time and Presenter

12:10 — 14:10

Presented by Kerran Daly MG, David Langheim MG, Course Manager, Wimbledon Park Golf Club and George Pitts MG, Deputy Courses and Estates Manager, Sunningdale Golf Club

Get That Next Job! How to Put Your Best Foot Forward at Interviews

This Career Development session will look at CV writing/review and mock interviews. The session will feature helpful tips to be well organised in advance of interviews and a thorough study of what is expected from candidates. It will look at the increasing popularity of online interviews and how to maximise your chances during them.

Learning Outcomes:

- Have the best and most up to date CV
- Have new confidence going into interview for another position
- Easily prepare for an online interview
- Assess any changes to your social media profile to appear more attractive to potential employers
- Practice effective interview techniques in advance of the real thing
- Follow up in a positive way after the interview process

Session time and Presenter

14:45 — 16:45

Presented by Jon Kiger, Director of Media and Membership, TurfNet

Volunteering – A Tool for Career Development

In this Career Development session Steve Chappell will share his experiences of volunteering and explain how these have influenced and shaped his career to date. This session will also look at 'alternative volunteering' away from tournament golf and give examples of how this can benefit your CV and ultimately your career moving onwards and upwards.

Session time and Presenter

14:45 — 15:45

Presented by Steve Chappell, Golf Course Superintendent, Royal Bled Golf Club

How to Create Successful Habits



This 30 minute Career Development session will give an insight into Phil's journey to realising management success. With honest and candid experiences, it will identify his discoveries and achievements on his path to becoming a better team manager. Providing guidance on the most effective management processes enabling delegates to forecast positive strategies within teams.

Learning Outcomes:

- SMART goal and target setting
- The main elements needed for positive outcomes
- Effective management tools to achieve management success
- Develop strong team behavioural habits
- Build a powerful team ethos based on a solid foundation

Session time and Presenter

16:15 — 16:45

Presented by Phil Helmn MG, GM Sports Turf & Grounds, Goodwood Estate

Costs

Member:
Non Member:

FREE
£15.00 + VAT

Career Development Sessions

Wednesday 23 January

My Personal Career Benchmark

This Career Development session is for those aspiring to move into the role of Golf Course Manager. Aimed at personal discovery and individual development, this session will aid you in establishing where you currently are in your career progression. It will help you consider the routes available to you now and in the future, as well as identifying the skill sets and knowledge that you need to attain to reach your target course management role.

Learning Outcomes:

- My personal benchmark – establishing your current level of 'employability'
- The required skill sets – identifying the skills you need and how to obtain them
- Who is on your side and how to get them to help you
- What type of club will employ you and what type of club do you want to be employed by
- What to do when your career is stalled and what to do when making good progress
- My 'new' personal benchmark; a document for my future

Session time and Presenter

12:10 — 14:10

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, Kevin Munt Golf Consultancy

Getting the Course Managers Job

This Career Development session deals with those all important steps of how to get your first Course Manager/Head Greenkeepers job. This session is all about making that move up the career ladder. During this session delegates will be involved with roleplay scenarios with fellow delegates.

Learning Outcomes:

- Identifying the job you are aiming for
- What is holding you back?
- How to break down the barriers
- The Curriculum Vitae
- Interviews and the interview process
- Negotiation and agreeing a deal

Session time and Presenter

14:45 — 16:45

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, Kevin Munt Golf Consultancy

Costs

Member:
Non Member:

FREE
£15.00 + VAT



All seminars are FREE of CHARGE

Seminar pre-booking for BIGGA Members

BIGGA members can pre-book a place for any of the listed Continue to Learn Seminars. 100 seminar places will be available for each of the sessions held on Tuesday 22 and Wednesday 23 January.

- Your pre-booked seminar numbers will be printed on your badge, on arrival at Harrogate Convention Centre
- If you do not have your badge there is no guarantee of a place. The remaining 20-30 places in the seminar room will be available, on a first come, first serve basis, to all visitors
- If pre-booked badge holders have not arrived 5 minutes before the start of the seminar, there is no guarantee of a place or a seat
- If you arrive after the seminar start time, you may be denied entry

N.B. Pre-booking can only be made by BIGGA Members

Seminar 1 – Lighting Your Way to Better Grass

The seminar will discuss the use of supplementary lights on golf courses as a resource to diminish shade problems. It will show product characteristics, the effects of artificial lights on grass, the trials that have been done in the field and the results that have been achieved.

Learning Outcomes:

- Understand what is a lighting rig
- How supplementary lights can be used on a golf course
- What benefits are provided by supplementary lights
- How much light is too much light?

Session time and Presenter

10:00 – 10:45

Presented by Renata Mundim, Business Development Assistant, Bernhard & Co

Seminar 2 – Can Beneficial Microbes Be Used to Combat Turfgrass Pests and Diseases?

This seminar will look at the latest soil microbiological research at Royal Holloway, including experiments designed to address whether beneficial microbes can be used to combat turfgrass pest and disease problems. Using data from experiments, it will investigate whether certain microbes (biostimulants) can be used to reduce the incidence of *Microdochium nivale* and root-feeding nematodes. Such microbes need to be compatible with existing management practices and this seminar will examine whether these practices themselves have a detrimental or beneficial effect on the biostimulants.

Learning Outcomes:

- How microbes may influence pest and disease outbreaks
- When and when not to apply certain beneficial microbes
- The concept of Integrated Pest Management

Session time and Presenter

10:15 – 11:15

Presented by Alan Gange, Professor of Microbial Ecology, Francesca Baylis and Tamsin Williams, PhD Students, Royal Holloway, University of London

Seminar 3 – Browntop Bentgrass: A Traditional Grass Species for the Future of Golf

This seminar will examine Browntop Bentgrass (*Agrostis capillaris*) in the context of golf course management requirements for today and the future. It will particularly focus on sustainability, the requirement for year-round golf and the role of this grass species in disease management on golf greens. The presenter has bred this species in New Zealand and is responsible for some of the huge advancements that are being realised in UK trials at the STRI for the Turfgrass Seed booklet.

Learning Outcomes:

- Understand Browntop Bentgrass and its characteristics as a turfgrass species
- Appreciate the role Browntop Bentgrass could play in improving disease tolerance, year-round performance and playability of golf greens
- Interpret Turfgrass Seed trial data and understand its application
- The potential benefits of an overseeding programme with Browntop Bentgrass
- Appreciate the breeding of a turfgrass species on a global scale

Session time and Presenter

11:15 – 12:00

Presented by David Greenshields, Amenity Product Manager, Barenbrug UK Ltd and Stephane Charrier, European Turfgrass Breeder, Barenbrug Research

'There are no secrets to success. It is the result of preparation, hard work, and learning from failure.'

Colin Powell

Seminars

Seminar 4 – Pesticides and Pollinators – What's the Buzz?

This seminar will discuss some of the topics surrounding the impacts of insecticides and fungicides on pollinator health. It will include a review of the current status of honey bee populations and those of native pollinators and will discuss the abiotic and biotic stresses that honey bees encounter. It will also discuss why the use of neonicotinoids have become so controversial and will conclude by providing ways to promote pollinator health.

Learning Outcomes:

- Understand biotic and abiotic stresses that impact honey bees and other pollinators
- The impacts pesticides can have on pollinator health
- Why the use of neonicotinoids has been so controversial globally
- Ways to promote pollinator health

Session time and Presenter

11:35 – 12:35

Presented by Dr Pat Vittum, Professor of Turf Entomology, University of Massachusetts

Seminar 5 – Grass and Disease Modelling – Practical Applications on Your Golf Course

This seminar will cover the latest practical applications of growth potential and disease modelling in a golf course scenario.

Learning Outcomes:

- Evaluate the latest methods of collating weather data for Grass and Disease Growth Models
- Understand the calculation of Grass Growth Models
- Practical applications in a golf course scenario
- New developments in disease forecasting models
- Look specifically at their usage in the management of *Microdochium nivale* and *Colletotrichum cereale* (Anthracnose)

Session time and Presenter

12:30 – 13:15

Presented by Mark Hunt, Technical Director, Headland Amenity

Seminar 6 – Halting the Green Tide – Management of Links Golf Courses within Designated Sites

Golf courses that reside within sensitive habitats have a statutory obligation to safeguard these areas. The balance between conservation and amenity can often be contentious, however research into management techniques has highlighted that conservation management alongside amenity can be mutually beneficial. Research into site-specific course management provides a quantifiable rationale into course management as well as safeguarding amenity practices from statutory legislation. A review of research undertaken at Sandwich Bay across three links golf courses, shows how it can be done and the benefits.

Learning Outcomes:

- Identify negative impacts to sensitive sand dune habitats
- Rationalise management techniques to benefit the course and designated areas
- Where to go for advice and help
- Identification of key plant species that can indicate eutrophication in the environment
- The cost benefit analysis of two different management techniques
- First hand perspective of this management from the head greenkeeper

Session time and Presenter

13:05 – 14:05

Presented by Graham Earl, Senior Specialist – Air Quality, Natural England and Paul Larsen, Head Greenkeeper, Royal St Georges Golf Club

Seminar 7 – Biostimulants: How Do They Work for Me?

This seminar will discuss biostimulant modes of action on grass plants and discuss their efficiency on a range of turf types and in differing conditions.

Learning Outcomes:

- How biostimulants work to reduce different stress types in grass
- Be more aware of how biostimulants work
- Recognise when to use biostimulants
- Understand where to use biostimulants

Session time and Presenter

13:45 – 14:30

Presented by Richard Salvage, Managing Director, Maxstim Ltd and Dr Colin Fleming, Principal Scientific Officer, Agri-Food and Biosciences Institute

'Education is the foundation upon which we build our future.'

Christine Gregoire

Seminar 8 – Strategies for Maintaining Positive Putting Green Drainage

Few growth parameters are as important as drainage for maintaining healthy putting greens that play well. This seminar will focus on factors that affect surface drainage and internal drainage, as well as corrective measures to improve these factors. Maintenance practices and capital improvement projects for maintaining positive drainage will be discussed, including some newer technologies.

Learning Outcomes:

- The importance of surface drainage and internal drainage in turf health and its impact on playing conditions
- Turf growth factors that influence organic matter accumulation and its impact on drainage
- Be familiar with maintenance practices that improve drainage — e.g. dilution of organic matter and alleviating soil compaction
- Drainage projects that can improve internal drainage as well surface drainage
- Know the value of sound construction, regarding internal and surface drainage and to avoid common mistakes that have been encountered on golf course greens

Session time and Presenter

14:25 — 15:25

Presented by Elliott Dowling, Agronomist, USGA

Seminar 9 – Reel Science and Optimum Cut Technology

This seminar will focus on how to maintain high quality of cut standards while maximising the overall performance of the reel drive and traction system investments.

Quality of cut and performance of cutting equipment go hand in hand and this seminar will provide greenkeepers with knowledge that will be useful whether they have their own grinder or if they contract out. More frequent top-dressing, lower heights of cut, harder metals and newer hybrid technologies all contribute to a need for more knowledge, as the merits of spin grinding, relief grinding and other maintenance practices come together on one platform.

Learning Outcomes:

- Understand the original equipment manufacturer (OEM) “standard” for reel design
- Learn the merits of spin grinding, relief grinding and other practices that exist in the field that contributes to maximum performance
- How turf health is affected by dull cutting units and the negative impact it has on related chemical cost and water usage
- The positives and negatives of “Backlapping” and the role this maintenance practice can play in staying on cut...
- Addressing health and safety concerns in the grinding workshop environment
- Maximising productivity in the workshop

Session time and Presenter

15:00 — 15:45

Presented by Greg Turner, Global Sales Manager, Foley United LLC





Seminar 10 – Using Soil Moisture Meters and Sensors

Soil moisture sensors such as TDR have become common tools in golf and sports field management, but can be valuable to any turfgrass manager. This seminar will focus on how soil moisture sensors work, how to calibrate them and how to use them for moisture management.

Learning Outcomes:

- Key differences in TDR and FDR
- The units of measuring soil moisture
- How a TDR and FDR measure soil moisture
- How to calibrate a soil moisture probe
- The costs and benefits of permanently installed soil moisture probes

Session time and Presenter

15:45 – 16:45

Presented by Dr Mike Richardson, Professor, University of Arkansas

Seminar 11 – Maximise Turf Health Through Traditional and Modern Management

Organic and sustainable turf management are often spoken about, but what does it really mean? How do you manage turf with little or no chemical intervention? This seminar will investigate what to look for in 'organic' products and how to incorporate them into your turf. It will also set realistic goals as to what you can expect from organic disease management.

Learning Outcomes:

- Modern techniques of disease management
- Know how to use organic products to reduce fungicide use
- Understand the relevance of soil microbiology in practice
- Save money on your nutrition and water by improving soil quality
- Maximise benefits of overseeding of perennial species into an annual sward
- Understand the difference between thatch and organic matter and how to manage thatch levels with less invasive methods

Session time and Presenter

16:00 – 16:45

Presented by Geoff Fenn, UK Technical Manager, Advance Grass Solutions

Seminar 12 – Granular vs Liquid Nutrition

This seminar will develop the discussion about the relative merits of granular and liquid applied approaches to turf nutrition. It will investigate the various methods of delivering turf nutrition (foliar, liquid and granular) and evaluate the benefits of each method. Presenting data from a second year of independently assessed trial work, they aim to show the relative growth, turf colour and turf quality responses from each nutritional approach as well as any benefits in terms of root development, stress tolerance and disease mitigation. The relative efficiencies and cost benefits of delivering nutrition in different ways will be presented. The aim of this seminar is to provide attendees with robust trial data that helps them formulate fully effective and integrated fertiliser programmes.

Learning Outcomes:

- Define three nutritional approaches for fine turf
- Explain the practical differences between granular and liquid approaches to turf nutrition
- Appraise experimental design for nutritional product testing on a golf green
- Interpret supporting trial data
- Evaluate the benefits of liquid and granular nutrition for golf green turf

Session time and Presenter

10:00 — 10:45

Presented by Henry Bechelet, Technical Sales Manager, UK and Ireland and Dr Andy Owen, International Technical Manager, ICL

Seminar 13 – Sustainability for Future Success

This seminar will investigate the main impacts of climate change and the consequences our actions will inevitably have. Going forward, trying to manage golf courses in a traditional fashion may not be enough to sustain its future. Traditional practices must become resilient enough to adapt and evolve to rapidly changing climatic extremes whilst remaining cost effective, socially acceptable and ultimately practical. With this in mind, this seminar will help prepare course managers/greenkeepers for future change. It will discuss possible solutions and the practicalities of these solutions to topics such as the rise in sea level, coastal erosion and extreme climatic conditions.

Learning Outcomes:

- Causes and effects of climate change
- The importance of ecosystem services
- How human interventions impact upon natural cycles
- Concepts of sustainability and sustainable development
- The benefits of research, planning and keeping up-to-date with innovations providing sustainable solutions
- Prepare for future change on the golf course

Session time and Presenter

10:15 — 11:15

Presented by Rowan Rumball, Environmental Consultant, STRI Group



Seminars

Seminar 14 – The MLSN Approach to Greenkeeping and How to Prepare For It!

This seminar will look at the correlation between the calcium and sodium levels in the soil and the effectiveness of the MLSN approach. Looking at case studies to identify the do's and don'ts when pursuing the minimalistic nutrient path. How preparing the soil in advance can achieve optimum performance, major cost savings, whilst improving performance.

Learning Outcomes:

- Achieve major cost savings
- Learn from previous leading greenkeepers experiences
- Take a more educated approach to nutrient management
- Take advantage of techniques used in other similar industries

Session time and Presenter

11:15 – 12:00
Presented by Andy Church, Managing Director, Ultra Soil Solutions Ltd

Seminar 15 – What Does Success Look Like?

The golf course maintenance industry is facing a number of key challenges: recruitment and retention; rising player expectations; tighter spending controls and emerging technology, to name a few. These challenges are leading to higher stress levels which, if not recognised and properly managed, can lead to a breakdown in relationships, mental illness and even burnout.

Two of the industry's most experienced course managers will share their personal experiences and thoughts to help others enjoy life, learn how to go home, manage stress and maintain relationships with our partners, children and families... by asking, what does success look like?

Learning Outcomes:

- Recognise workplace stresses and their causes
- Methods that will aid coping with workplace stress
- Achieve a better balanced work and home life
- What success really looks like

Session time and Presenter

11:35 – 12:35
Presented by Lee Strutt PGDip, MG CGCS MS, Golf Course Manager, Royal Automobile Club and Matthew Wharton CGCS MG, Golf Course Superintendent, Carolina Golf Club

Seminar 16 – Disease Identification and Management Without Iprodione

Correct identification and stage of development of a disease is becoming more important then ever, with the recent loss of the fungicide active ingredient iprodione and further potential losses of active ingredients in the future. This seminar will guide you through identifying key turf diseases and the steps that can be taken to achieve an integrated disease management programme. It will highlight forthcoming regulatory changes that will impact how you manage your turf.

Learning Outcomes:

- Identify key turf diseases
- Carry out an integrated disease management programme
- Understand forthcoming changes in the regulatory environment
- Understand the different fungicide modes of action

Session time and Presenter

12:30 – 13:15
Presented by Dr Colin Mumford, Technical Support Manager, Bayer Crop Science

Seminar 17 – Fungicides and Their Mode of Action

This seminar will provide a brief outline about fungicide groups and their mode of action. It will give a general overview into fungicide resistance and best practice for fungicide application that will minimise risk of resistance.

Learning Outcomes:

- Overview of fungicide groups
- Different modes of action
- Promote better understanding of fungicide application timing
- Brief look at research into fungicide resistance
- How users can minimise risk of resistance

Session time and Presenter

13:05 – 14:05
Presented by Aaisha Chauhan Ali, Research Officer, STRI Group

'A wise man can learn more from a foolish question than a fool can learn from a wise answer.'

Bruce Lee

Seminar 18 – A Greener Golf Course “From Field to Fairway”

This seminar will take a look behind the scenes of commercial golf turf production from seed selection and production, right through to turf specification and harvest logistics and their challenges. It will also look at the environmental benefits of natural turf, ecological projects and why you should enter the Golf Environment Awards.

Learning Outcomes:

- Challenges faced in producing and delivering turf “from field to fairway”
- Turf specification and installation
- Case studies and the logistical challenges faced
- Evolution of the bunker
- Ecological projects and how your golf course can contribute to scientific research
- The benefits of the Golf Environment Awards

Session time and Presenter

13:45 – 14:30

Presented by Richard Owens, Golf and Technical Manager, Tillers Turf

Seminar 19 – Use of Photography and Video Footage to Improve Golf Course Management and Communication

This seminar will explain how greenkeepers can utilise photography and video to improve turfgrass management as well as communication with members and committees. Topics covered will include optimising image quality; appropriate use of different imaging techniques for different situations; discussion of what scenarios imagery can be used for and an introduction to drone imagery. It will also showcase some of the work on which STRI have been using imagery and video to improve consultancy and agronomic advice, as well as monitoring research trials.

Learning Outcomes:

- Use basic camera setup to improve image quality
- Better composition of images
- Assess and select appropriate photography techniques for given scenarios
- Using mobile phones for image and video capture
- Using photography and video to communicate with club owner/members
- Using photographs and video as a visual record keeping tool

Session time and Presenter

14:25 – 15:25

Presented by Dr Tom Young, Technology Manager and Daniel Dean, Research Officer, STRI Group

Seminar 20 – Worms, Leatherjackets and Bugs... What Are We Going to Do?

Current restrictions on previously available chemical controls to reduce worm casting, leatherjacket and chafer grubs are causing significant problems for the majority of sportsturf managers throughout the UK and Ireland. Excessive worm casting has negative impacts on surface playability, weed ingress, mower efficiency and the overall aesthetic appearance of the sports surfaces. Leatherjacket and chafer grub infestations have a direct detrimental effect on turfgrass health with a major secondary problem of damage caused by birds feeding on them and causing significant damage to playing surfaces. This seminar describes and presents cultural, traditional and novel methods to help alleviate this problem.

Learning Outcomes:

- Understand the life cycles of terrestrial worms, leatherjackets and chafer grubs
- Be aware of the damage turfgrass surfaces can sustain from increased populations of these pests
- How current turfgrass management procedures impact these populations
- How various cultural, nutritional, chemical and novel practices can reduce the impact of these pests
- Future controls which may become available
- Best methods to communicate to the relevant parties the damage caused by these pests and how limited the control measures currently are

Session time and Presenter

15:45 – 16:45

Presented by Dr John Dempsey, Superintendent/Plant Pathologist, Royal Curragh Golf Club



Partner Event

Old Swan Hotel | Sunday 20 – Tuesday 22 January

Principles of Golf Club Management

This condensed course delivers topics essential for good management including best practice in Golf Club Management.



It is suitable for recently appointed golf club secretaries/managers and managers of other departments within a golf club or those wishing to refresh their knowledge or enter the world of golf club management.

Run by the GCMA and supported by industry experts, governing bodies within golf, as well as working club managers, it has been designed to comply with the units delivered in the ASQ Level 5 Diploma in Golf Club Management.

Learning Outcomes:

- Understand the key skills that Golf Club Managers require
- Gain a basic knowledge of HR issues and legislation
- Understand how the management structure needs to adapt to the changing practices within both private and proprietary clubs and the different governance models
- Understand different marketing techniques to help make golf clubs successful in maintaining and attracting membership
- Gain a basic understanding of the Food and Beverage operation
- Understand the basic legislation requirements for all golf clubs

Presented by the Golf Club Managers' Association

Approved Event

BTME
2019

Day One — Sunday 20 January

09.30 — 17.15

Managing Change and Understanding Social Responsibility within the Golf Industry

Successful and Effective Marketing

Managing People

Innovation

Day Two — Monday 21 January

08.30 — 17.15

Governance and Strategic Planning for a Golf Club

Understanding the Financial Requirements of the Business

Handicaps and Course Rating

Legislation

Day Three — Tuesday 22 January

08.30 — 17.15

Food & Beverage

Managing Your Main Asset

Personal Development and Enterprising Skills

Booking and Costs (GCMA):

Date: Sunday 20–Tuesday 22 January
Location: The Old Swan Hotel
Cost: £385.00 + VAT

Please note — the cost excludes accommodation.

To book this course, contact GCMA on 01275 391153 or go online at: www.gcma.org.uk/education/principles-of-golf-club-management/

N.B. This event is not included in the Continue to Learn Bundle Discounts



Dealing With a Disaster — Are You Prepared?

Global Warning! — An inside view from the Fire Officers, The Course Manager and the Club Manager when disaster struck at Burnham & Berrow Golf Club in the searing heat of last summer.



Burnham Burns

9:30 — 11:00

Are you prepared for dealing with the unexpected? Would the fire crews be able to access your golf course on a Sunday afternoon and what measures would you have in place?

Learn how the Club had not only to deal with the fire but the concerns of the local residents, as well as the damage caused to the irrigation system and ensuring incorrect media coverage didn't spread faster than the flames.

This is a one-off opportunity to gain an inside view on how this unfortunate disaster was averted. What steps has Richard Whyman, the Course Manager had to take in dealing with the aftermath. Listen to the feedback from the Fire Service and understand how the Club Manager, Karen Drake dealt with the aftermath of an event that became national news.

In a global climate that is set to continue to overheat in forthcoming summers could a disaster like this hit your club next and can you afford to be unprepared?

Approved Event

BTME
2019

Coffee and networking break

11:00 — 11:30

Disaster Management Workshop

11:30 — 13:00

Following last summer's heatwave and the ensuing problems that many golf courses have encountered, we would encourage clubs to attend this session to gain an understanding of how they should be managing their disaster/emergency plans and ensure members are aware of the procedures should a crisis occur.

Having discussed the effect of a course fire, how do you deal with the extreme storms or hurricanes that reach our shores and the effect of floods or electrical blackouts? Alternatively, your club could be subject to an outbreak of food poisoning – the golf club industry is not immune to any of these issues. Are you prepared to handle a crisis if and when one should arise? Are your employees prepared to act professionally and efficiently during a crisis?

Protect yourself, your employees, the club and its members by having a plan in place to encounter any crisis that might occur. Don't just react to a problem... prepare for the unexpected!

Booking and Costs (GCMA):

Date:	Wednesday 23 January
Times:	09:30 — 13:00
Location:	The Old Swan Hotel
Cost:	£25.00 + VAT

To book this course, contact GCMA on 01275 391153 or go online at: <https://www.gcma.org.uk/education/principles-of-golf-club-management/>

N.B. This event is not included in the Continue to Learn Bundle Discounts



Learning & Development Opportunities

BIGGA's L&D team are not only responsible for Continue to Learn at BTME, the team can also assist with personal and professional development by a number of methods including:

Continuing Professional Development (CPD)

All members are automatically entered into the CPD programme when they join. Credits can be gained from attending educational events, by networking with peers, personal learning statements and professional activities such as support team work and attending BIGGA section meetings. A well maintained CPD record can be beneficial for tracking progress, appraisals and job interviews.



Future Turf Managers Initiative (FTMI)

Launched in 2013, this event is aimed at up and coming greenkeepers who want to make the leap to Course Manager. Focusing on personal and professional development, rather than agronomy based subjects, the FTMI programme utilises the expertise of leading Course Managers, dynamic trainers and industry experts to mentor and educate the next generation of industry leaders.



FTMI 2019 will take place in March. The deadline for applications for FTMI Class of 2019 is 12 October 2018.

Toro Student Greenkeepers of the Year

If you are a student greenkeeper, this superb opportunity to further your career could be yours. Being part of the Toro Student Greenkeepers of the Year Awards allows you to meet and compete with the best greenkeeping students in the UK.



Those invited to interview will be tested on their knowledge, not only of greenkeeping tasks, skills and Health and Safety, but it also incorporates understanding of the job role; personal development; industry awareness; the Toro company; BIGGA and career aspirations. These highly coveted Awards enable you to drive your ambition for a successful career in the greenkeeping industry.

Two Awards in One:

Toro Student Greenkeeper of the Year Award — Win the Toro Scholarship to the USA's University of Massachusetts Winter Turf School, a trip to Toro's HQ and a visit to the Golf Industry Show. One runner-up will receive a trip to Continue to Learn at BTME including four days of education, five nights hotel accommodation, travel and £125 expenses, plus a Toro Training voucher.

Toro Young Student Greenkeeper of the Year Award — Specifically for greenkeeping students aged 20 years and under. The winner will receive a trip to Continue to Learn at BTME including four days of education, five nights hotel accommodation, travel and £125 expenses, a ten day work experience trip to a prestigious club in the South of France, plus a Toro training voucher. One runner-up will receive a three night package to Continue to Learn at BTME including hotel accommodation, education, travel and £75 expenses, plus a Toro Training voucher.



Funding Opportunities

If you are interested in gaining any greenkeeping related qualifications, you can apply for funding to help achieve your goals. Funding covers all levels of education:

Refund of Fees

Funded by BIGGA Partners and Education Supporters, this funding opportunity can be accessed by BIGGA members who can claim up to 80% of course fees to a maximum of £350.

Level 3 Scholarships



sponsored by Baroness

BIGGA members can claim up to 50% of their course fees to a maximum of £1000.

Higher Education Scholarships



sponsored by Jacobsen

BIGGA members can claim up to 50% of their course fees to a maximum of £1000



Look out for
Continue to
Learn 2020
19-22 January

Turf Rewards

Redeem your ICL and Syngenta Turf Rewards points for BIGGA's Continue to Learn vouchers to help fund you and your colleagues to attend the largest education event for sports turf professionals in Europe. See the BIGGA website for funding opportunity Terms and Conditions.

Turf
REWARDS

ICL Continue to Learn Scholarship

The scholarship offers five BIGGA members the opportunity to attend the Continue to Learn at BTME education programme. Worth approximately £500, the scholarship comprises three nights hotel accommodation and a 15 hour education bundle.

ICL

R&A Scholarship Fund

Although not provided by BIGGA, students can apply for a scholarship for training from the R&A.

R&A

Master Greenkeeper Certificate

This prestigious industry Certificate is awarded to those greenkeeper members of BIGGA who have reached the highest standards of greenkeeping and golf course management.

MASTER
GREENKEEPER
CERTIFICATE

Lending Library

Our library contains hundreds of books on subjects including agronomy, machinery, irrigation, management and self-help.

Further information on any of these opportunities can be found at www.bigga.org.uk/education. The Learning & Development Team can be contacted by telephone on 01347 833800 option 3 and also by e-mail education@bigga.co.uk.

BIGGA L&D Team



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Education Credits and Certificates

Certificates of Attendance

Each delegate will receive a BIGGA Certificate of Attendance on successful completion of the Turf Managers' Conference; Deputies' Conference; Young Greenkeepers' Conference; Ecology & Environmental Forum and Links Forum; Workshop; Focus On session or Career Development session and can be requested for Seminars and Partner Events. Certificates of Attendance can be used as evidence to claim BIGGA Continuing Professional Development credits and Master Greenkeeper Certificate credits.

Certificates of Attendance will be sent by email after the event.

BIGGA Continuing Professional Development

Two-Day Workshop - 12 CPD Credits*

One-Day Workshop - 6 CPD Credits*

Four-Hour Session - 4 CPD Credits*

Three-Hour Session - 3 CPD Credits*

Two-Hour Session - 2 CPD Credits*

Up to One-Hour Session - 1 CPD Credit*



* Your CPD credit code will be provided on your Certificate of Attendance that will be sent to you by email after the event.

* N.B. Please ensure that BIGGA have your current email address.

Information on the Continuing Professional Development programme will be available from the BIGGA Desk in the Queen's Suite or at the BIGGA Stand in the Blue Zone.

Master Greenkeeper Certificate

Master Greenkeeper Certificate credits are available for all Continue to Learn at BTME 2019 education events. Please see BIGGA Continuing Professional Development section for the credits offered.



Information on the Master Greenkeeper Certificate will be available from the BIGGA Desk in the Queen's Suite or at the BIGGA Stand in the Blue Zone.

CMAE, GCMA, GCSAA and PGA Continuing Professional Development

CMAE, GCMA, GCSAA and PGA Continuing Professional Development points may be awarded on successful completion of events at Continue to Learn.

BASIS and NRoSO Points

BASIS and NRoSO points may be awarded on successful completion of events at Continue to Learn.

Please ask for details at the BIGGA Desk in the Queen's Suite or at the BIGGA Stand in the Blue Zone.

Booking Terms and Conditions

Payment must be received by Friday 11 January 2019

VAT at the prevailing rate will be added. The Continue to Learn programme is a service provided within the UK and VAT must be paid by all attendees. VAT No. GB 500 2920 05.

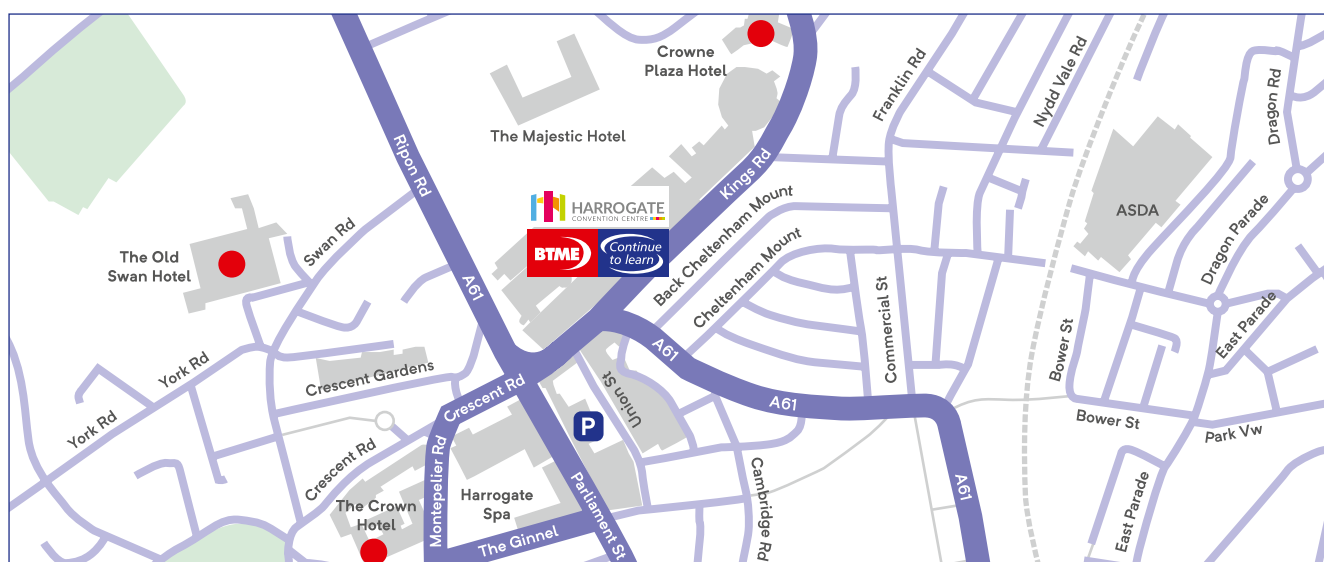
Invoices

A request for a credit invoice must be accompanied by a signed, official order. Invoices cannot be issued to overseas delegates. Payment is due 28 days from the invoice date or by 11 January 2019, whichever is earlier. No invoices will be issued after 19 December 2018. If you do not have a credit account with BIGGA a Credit Account Application form must be completed before an invoice can be raised.

Cancellation Policy

Cancellations must be received in writing. Cancellations received prior to 19 December 2018 will be refunded in full, less a cancellation fee of £35. No refunds will be given for cancellations received after 19 December 2018.

Please note: All information in this publication is correct at the time of print, some elements may be subject to change.



Plan your visit to BTME

BTME App

The BTME App offers a one-stop-app to find out all you need to know about BTME and Continue to Learn 2019. Providing a full list of exhibitors, educational sessions and speakers, the BTME app will be regularly updated. Use it to plan your visit and create your individual favourites list of exhibitors and events you don't want to miss!



Accommodation

MICE Concierge

MICE Concierge are the officially appointed accommodation agent for BTME providing a centralised point of contact for all your accommodation requirements.



By visiting the Accommodation link on the BTME website you can gain instant access to all the specially negotiated accommodation rates or visit www.miceconcierge.com/events/BTME19.

MICE Concierge can be contacted on +44 (0) 1438 908 770

Alternatively contact Harrogate Tourist Information Office on +44 (0)1423 537 300.

Travel

By car

- From M1 or M62 – exit at Leeds and take the A61 to Harrogate.
- From the South A1(M) – exit at junction 45 (Wetherby) and take the A661 to Harrogate or exit at junction 47 (Knaresborough) and follow the signs to Harrogate.
- From the North A1(M) – exit at junction 47 (Knaresborough) and follow the signs to Harrogate.
- From the East and West – take the A59 to Harrogate

On reaching the outskirts of Harrogate follow the signs for the BTME Exhibition.

Car Parking

Harrogate Convention Centre has an underground car park with around 158 spaces.

There are a further 1,200 spaces at the Jubilee and Victoria car parks located in the centre of Harrogate. Both are just a few minutes walk from the Harrogate Convention Centre.

Sat Nav:

Harrogate Convention Centre Car Park — HG1 2HR
Jubilee Car Park — HG1 1DJ
Victoria Car Park — HG1 5LQ

Remember to check the closing time of your car park if you are intending to stay late in Harrogate.

By rail

Harrogate is linked to all major UK cities via Leeds and York including a direct, daily connection to London.

25% Discount available on LNER trains with the discount code: HCC25

For full discount terms and conditions visit www.lner.co.uk/hcc25

N.B. Code was valid at time of printing.

For information on rail travel to Harrogate visit www.thetrainline.com.

By air

Leeds Bradford International Airport is the nearest regional airport to Harrogate and operates a "Bus 2 Jet" bus service that links Leeds Bradford International Airport with Harrogate town centre. For further information visit <http://www.leedsbradfordairport.co.uk/getting-to-from-the-airport>.

Manchester International Airport is 75 miles from Harrogate. Good public transport links are available 24 hours a day offering services to Harrogate via Leeds or York. Visit <http://www.manchesterairport.co.uk/to-and-from-the-airport/train/> for further information.

By coach

National Express is the UK's largest scheduled coach network going to around 1000 destinations throughout the UK. Visit www.nationalexpress.com for further information.

Harrogate Discounts for Delegates

For further discount codes visit: www.harrogateconventioncentre.co.uk/visitors/visitor-discount-offers

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Funding your future

The Continuing Professional Development and world class education we provide would not be possible without the assistance of BIGGA Partners and BIGGA Education Supporters. Ensuring that our members stay at the forefront of the turf management industry takes considerable investment and we are hugely grateful to the following for their ongoing support.



Individual Contributors: Steven Tierney MG ■ Chris Lomas MG ■ Andrew Campbell MG CGCS
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Since the Fund's inception in 1992 BIGGA has been able to invest over £1 million in greenkeeper training and education for which it would not otherwise have had the funding.

