

ORGANISED BY:



SUPPORTED BY:



CONTINUE TO LEARN

EDUCATION PROGRAMME

Sunday 18 to Wednesday 21 January 2015
at the Harrogate International Centre, N.Yorks



at

BTME 2015

BIGGA TURF MANAGEMENT EXHIBITION



HOW TO USE THIS GUIDE

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



TURF MANAGERS' CONFERENCE

10

A one day event aimed at those in a management position. This event is held at The Crown Hotel.



FOCUS ON SESSIONS

26

Two or three hour events on a specific subject. These events are held in the Queen's Suite.



WORKSHOPS

14

Two, one and half day events concentrating on one subject area. These events are held in the Queen's Suite.



SEMINARS

38

Half and one hour events. Presented by a combination of invited speakers and exhibiting companies. All seminars are free of charge with pre-booking available for BIGGA members. These events are held in the Queen's Suite.



PARTNER EVENTS **46**

These events are offered by partner associations. These events are held in The Crown Hotel

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BOOKING FORM

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



QUICK GUIDE

See page 58 for a daily overview of all events.

LINKED EVENTS

Indicate education opportunities that complement each other.

WELCOME FROM BIGGA



WELCOME TO CONTINUE TO LEARN AT BTME 2015

The Continue to Learn education programme at BTME consistently attracts almost 3,000 attendees.

To ensure that we keep delivering high quality education, with specific interest for our audience, two new initiatives “Proposal to Present” and “Members’ Choice” were launched in Spring 2014.

The “Proposal to Present” initiative provided speakers from the past and present, as well as those who would like to be considered as speakers, with the opportunity to put forward proposals for new subjects. These proposals were included in the “Members’ Choice” survey, along with a vast array of education that has been presented over the last five years.

The results of the “Members’ Choice” survey has helped to shape the content of Continue to Learn 2015. This programme presents a wide choice of Continuing Professional Development (CPD) educational opportunities for all, from greenkeepers and assistants, to deputies and course managers. Look out for the “Members’ Choice” icon in this brochure:

Members’ Choice

We look forward to receiving your bookings and welcoming you to Continue to Learn at BTME 2015.

Sami Strutt
Head of Member
Development
BIGGA



CONTINUE TO LEARN 2015



ESSENTIAL INFORMATION

CONTINUE TO LEARN REGISTRATION

Continue to Learn Registration

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

- Queen's Suite, HIC
- The Crown Hotel, Crown Place

Queen's Suite

Delegates booked on events being held in the Queen's Suite on Sunday 18 and Monday 19 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 18 and Monday 19 January will be from King's Road, via HIC Entrance 3 (Springfield House).

The Crown Hotel

Delegates booked on events held in The Crown Hotel on Sunday 18 and Monday 19 January must register at the BIGGA Desk in The Crown Hotel to collect their badge and delegate pack before proceeding to their pre-booked event.

The Crown Hotel is on Crown Place, Harrogate, HG1 2RZ. A map showing the location of the Crown Hotel is on page 55.

The delegate badge will also provide access into the BTME exhibition on Tuesday 20, Wednesday 21 and Thursday 22 January.



EVENT TIMINGS

Sunday 18 January 2015

Continue to Learn Workshop Registration

9.00 am – 9.30 am

Continue to Learn Workshops

9.30 am – 5.30 pm

Monday 19 January 2015

Turf Managers' Conference Registration

8.15 am – 8.55 am

Turf Managers' Conference

9.00 am – 5.00 pm

Continue to Learn Workshop Registration

8.30 am – 9.00 am

Continue to Learn Workshops

9.00 am – 5.00 pm



CONTINUE TO LEARN 2015



Tuesday 20 January 2015

BIGGA Turf Management Exhibition

9.00 am – 5.00 pm

Continue to Learn Education Programme

9.00 am – 5.00 pm

Wednesday 21 January 2015

BIGGA Turf Management Exhibition

9.00 am – 5.00 pm

Continue to Learn Education Programme

9.00 am – 5.00 pm

BIGGA Annual General Meeting

5.15 pm

Thursday 22 January 2015

BIGGA Turf Management Exhibition

9.00 am – 4.00 pm



ESSENTIAL INFORMATION

MEMBER DISCOUNTS

Members of the following Associations are eligible to pay the 'Member' rates shown in this brochure:

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)



**NEW
FOR
2015**

CONTINUE TO LEARN BOOKING "BUNDLES"

Available to BIGGA Members only

To help make training budgets stretch further and to provide greater flexibility, we have introduced Continue to Learn booking "Bundles". These Bundles provide a discount when booking multiple education events and are only available to BIGGA Members.

The Bundles are offered in units of hours: 18, 24 and 33 hours. All of the eligible education events have an hour value listed in this brochure and on the booking form. The Bundles are designed for individuals or several members of staff from the same golf club, to benefit from discount for booking multiple education events. Multiple bundles may be purchased. Bundles cannot be used for Partner events.

18hr Bundle = £295+VAT

24hr Bundle = £380+VAT

33hr Bundle = £500+VAT

e.g. Buy an 18 hour Bundle for £295 and you could save £30 if you attended:

- Maths for Modern Greenkeeping (6 hours)
- Turf Managers' Conference (6 hours)
- Noise and Vibration Measurement Control (2 hours)
- Water Disassembled (2 hours)
- Managing Difficult Situations (2 hours)



SEMINAR PRE-BOOKING FOR BIGGA MEMBERS

Seminar pre-booking for BIGGA Members

BIGGA members can request a ticket for any of the listed Continue to Learn Seminars. 70 seminar tickets will be made available for each of the sessions held on Tuesday 20 and Wednesday 21 January.

Tickets will be available to collect from the BIGGA Desk in the Queen's Suite from Sunday 18 January.

Please note: Tickets will not be sent out.

If you do not have your ticket there is no guarantee of a seat. The remaining 40-50 seats will be available on a first come, first served basis.

CONTINUE TO LEARN 2015

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:



Conference, Workshops, Seminars and Exhibition -

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

BIGGA AGM -
Jacket and Tie

BTME ACTIVITY TRACKER

The BTME Activity Tracker helps you track both the education events that you attend and the exhibitors that you visit during BTME.

If your badge is scanned it will create a list of events and exhibitors that you have visited. This list will be sent to you automatically by email shortly after BTME. This information can be used to claim CPD credits or as a reminder of the exhibitors and products that you were interested in.

To receive this service your individual email address will be required.

Please note: Not all exhibitors will have scanners.



BIGGA ANNUAL GENERAL MEETING

Wednesday 21 January
2015

5.15 pm

Queen's Suite, Harrogate
International 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. Access to the Queen's Suite for the AGM is from either the escalator link between Halls B & C or from the escalator link in HIC Entrance 3 (Springfield House). Follow signs for the Queen's Suite.

TURF MANAGERS' CONFERENCE



The Crown Hotel, Harrogate
Monday 19 January 2015

8.15 am – 8.55 am
Turf Managers' Conference Registration



Members' Choice

9.00 am – 10.15 am

HOW DOES BIOLOGY OF GOLF SOILS AFFECT WATER STORAGE AND PLANT PERFORMANCE?

This talk will provide an overview of how roots and microbes impact a range of soil physical properties over time. It will draw on research conducted on golf greens, other sports turf systems, agriculture and in nature to unravel the underlying processes that can affect golf courses.

The research will be put into the context of soil physical conditions for plant growth, including water transport and storage, hypoxia from poor drainage and mechanical stresses in soil that inhibit the growth of roots.

Management strategies to overcome physical stresses that affect turf performance will also



be discussed, including how golf courses can possibly cope with growing restrictions to water usage and the threat of more extreme weather events.

Speaker profile: Dr Paul Hallett, Professor of Soil Science, University of Aberdeen.



Paul conducts research at the interface of soil biology and soil physics. He predominantly studies agricultural soils, but he has applied this expertise to golf soils, specifically the development of water repellency by soil organisms and in advising on soil conditions to improve turf performance. He obtained a PhD (Chemical Engineering) from the University of Birmingham and a BSc (Agriculture) from the University of Guelph, Canada.

10.15 am – 10.45 am

Break

10.45 am – 12.00 Noon

HOW DO YOU MAKE YOUR CUSTOMER'S FEEL?

Turf maintenance teams are at all times visible to golf club members and guests, each can enhance the whole golfers (customer) experience. This presentation will enlighten all teams, by creating an awareness of what is necessary for them to close the gap between mediocre and superior service.

This session provides a fresh approach to service excellence for all turf maintenance teams to embrace and the opportunity to create a "culture of service excellence" whilst improving the work environment.

Speaker profile: Eddie Bullock, Eddie Bullock Golf Consultancy.

Eddie has considerable experience in the golf industry, specialising in



TURF MANAGERS' CONFERENCE



golf facility management. With a broad range of golf related disciplines including strategic management, structured organisational changes, marketing and customer service.

Widely recognised as an authority on the emerging trends within the global golf industry, Eddie's involvement in the golf industry has led him to speak at many leading business and association conferences. His main area of focus is in the change of golf club hospitality service, within the changing lifestyles and the effect it has on business operations.

12.00 Noon – 1.00 pm Lunch

1.00 pm – 2.30 pm

RESILIENCE THROUGH CHANGE

The key objective of the Resilience Through Change interactive presentation is to equip participants to:

- Be more resilient, agile and responsible
- Cope better with challenges and change
- Think more innovatively, positively and optimistically
- Manage emotions and stress levels
- Improve personal wellbeing and life balance
- Help make a positive difference

Speaker profile:
Liggy Webb, Author and Presenter,
The Learning Architect



Liggy is a best selling author and international consultant specialising in behavioural skills and is the founding director of The Learning Architect, an international consortium of behavioural skills specialists. She is recognised as a thought leader on resilience and is regularly asked to be a keynote speaker across private and public sector.

Liggy is an advocate of positive psychology, her underpinning message across all her work is to equip people to be positive, agile and resilient. She has researched and developed a

range of techniques and strategies to support both individuals and organisations to cope more effectively and successfully with the demands and challenges of modern living.

The first appointed ambassador for Work 4 Wellbeing, Liggy's client list includes the United Nations, the NHS, HMRC, PricewaterhouseCoopers, the Royal Shakespeare Company, Warner Brothers, Thomson Reuters, Lloyds TSB, Thames Valley Police and ASDA.

2.30 pm – 3.00 pm Break

Members' Choice

3.00 pm – 4.00 pm

PRECISION ORGANIC MATTER MANAGEMENT

The management of thatch is perhaps the most controversial yet important maintenance activity that can be carried out on golf greens. This presentation will examine data collected and reaction of organic matter levels to actual implemented programmes. In addition it will present the best way to plan, sell and implement renovations for your individual situations.

Speaker profile: Gareth Phillips, Consultant Agronomist, Professional Sportsturf Design.



Gareth joined PSD after 13 years as senior lecturer in sports turf management institutions in Wales and England. He has done lecture tours to North Carolina and Canada and provided training for, amongst others, the Institute of Groundsmanship.

With 16 years practical experience in the sports turf/amenity horticultural industry, Gareth approaches advisory and project management from a practical perspective and aims to deliver advice in a practical manner.

Gareth has a in-depth knowledge of agronomic matters relating to both cool and warm season management and a high level of experience with bench marking turf services to assist with providing fact based advice and appropriate solutions based on resource availability.

4.00 pm – 5.00 pm

USING TECHNOLOGY TO ENHANCE WATER CONSERVATION

New technologies exist that can conserve irrigation water. From the easily adoptable, to technologies still in development phases, water conservation strategies will be introduced and demonstrated; they include ET estimators, soil moisture sensors, reflectance sensors and integration through remote sensing platforms.

Speaker profile: Dr Brian Horgan, Professor, University of Minnesota.



Brian Horgan, Ph.D., is a professor in the department of Horticultural Science at the University of Minnesota. He holds degrees from Michigan State University, North Carolina State University and the University of Illinois.

Brian's research interests focuses on soil fertility and plant nutrition, fate and transport of pesticides and nutrients, water conservation strategies, and low-input turfgrass systems. In addition to his participation in various state and regional turf conferences within the United States, Horgan has taught soil fertility and plant nutrition in Sweden, Turkey, Hong Kong, China and New Zealand. He has been a GCSAA faculty member since 2006.

Length of Turf Managers' Conference: 6 Hours

Cost of Turf Managers' Conference:

Member (including Lunch) - £105.00 + VAT

Non Member (including Lunch) - £205.00 + VAT

TWO DAY WORKSHOP - SUN 18 & MON 19 JAN 2015



Members' Choice

TURFGRASSES, SOILS AND FERTILISERS

Knowledge and understanding of turfgrasses, soils and fertilisers are important components of the turf manager's armoury in managing turf in an effective and sustainable manner, yet can be difficult to find in an accessible and applied form. This two day workshop will present information and facilitate discussion of essential aspects of the grass plant, soils and fertilisers in a way that is directly applicable to the turf manager.

Learning outcomes:

- Components of soils and their functions
- Soil texture and structure - physical characteristics

- Modern rootzones - pros and cons
- Nutrients and their roles in turf management
- Availability of nutrients and factors affecting them
- Responses of soils to routine maintenance operations

Presented by Dr Paul Miller, Lecturer in Golf Course Management.

Length of two day workshop: 12 Hours

Cost of two day workshop:

Member (including Lunch) - £205.00 + VAT

Non Member (including Lunch) - £305.00 + VAT

ONE DAY WORKSHOP - SUN 18 JAN 2015



Members' Choice

ADJUSTING CUTTING UNITS AND AFTERCUT APPEARANCE

Delegates will be introduced to the basic skills required to identify correct cutting unit operation and fault finding aftercut appearance/ grinding issues. They will gain a theoretical understanding and the knowledge required to sharpen units using industry recommended practices.

Gaining a basic understanding of daily set up procedures and daily/weekly maintenance checks on cutting units. By the end of the course delegates will have an understanding and the ability to carry out adjustments/ maintenance of the cutting units to achieve the best possible results.

Learning outcomes:

- Different methods of sharpening
- Cutting unit set up/configuration
- Issues caused by poor unit set up/turf conditions

Presented by Ian Sumpter, Toro European Training Manager, The Toro Company and Ben Taylor, International Training Manager, Bernhard and Company Ltd.

LINKED EVENTS:

Basic Golf Mechanics
Noise and Vibration Management Control

ONE DAY WORKSHOPS

Members' Choice

CHANGE THE GRASS COMPOSITION OF YOUR GREENS



This workshop will provide an overview of the important factors determining success in the agronomic improvement of golf greens with reference to ecological principles that impact the success of such an approach.

It will consider the management decisions that may be faced and how to explain the constant striving for improvement to a club. It will also consider the importance of drainage and having a healthy soil environment in achieving good results.

Learning outcomes:

- Understanding of ecological principles
- Impacts of overseeding programmes
- Need for holistic approach to maintenance regimes
- Managing the golf club and their expectations
- Understanding the importance of healthy rootzones
- Motivating staff to shared goals and outcomes

Presented by Noel MacKenzie, Independent Sports Turf Agronomist, Sports Turf Consulting Ltd.

Members' Choice

MANAGING HEALTH & SAFETY

How does Health and Safety Law work? What does it demand of the organisation and the individual?

The workshop will look at the relationship between HASAWA74 and regulations, and what the regulations demand of the employer in managing risk.

It will also provide guidance on how to complete risk assessments and what to do with them.

Learning outcomes:

- Understand safety law and its various forms
- Interpret regulations
- Devise a strategy for managing risk
- Complete various types of risk assessments

Presented by John Ross MG IOSH, Safety Consultant, Compliant Grounds.

Members' Choice

MATHEMATICS FOR MODERN GREENKEEPING

Everything you need to know about numbers in greenkeeping and golf course management. Areas, volumes, weights, application rates, equations, costs, percentages and much more!

This interactive workshop will look at all aspects of the job and give the delegates the knowledge and confidence to work out and present to your superiors complex facts, figures and data. As part of the workshop each delegate will start to build a set of figures to be used on the linked workshop on Budget Building for Golf course management.

Learning outcomes:

- Ordering the correct amount of product from application rates
- Compare products by pack size, app rate and cost
- Working out areas, volumes and using bulk density figures
- Using fall ratios for drainage work, how to price up drainage work
- How to work out surface area disruption of hollow coring or scarification
- Amount of NPK applied by a certain type of fertiliser
- Collate figures and present them

Presented by Les Howkins MG, Course Manager, The Richmond Golf Club and Lee Strutt MG, AGS, CGCS, Golf Course Manager, Ochil Developments.

Please note: Delegates are requested to bring a laptop with Microsoft Excel software as it will be required for this workshop.

If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

LINKED EVENTS:

Budget Building for Golf Course Management
Excel – Essential Calculations for Greenkeepers
More Excel Calculations for Greenkeepers

Members' Choice

RENOVATING YOUR GOLF COURSE

This workshop will identify the basic philosophies and practices of golf course design and help you to understand how to apply them when updating and renovating your golf course.

The workshop will consider the overall routing of courses, their safety and how to look at improving greens, tees, bunkering and the other technical components of the course. Delegates will work interactively to study the case of one of the holes on their own golf course.

Learning outcomes:

- Improve the overall layout of a golf course, maximising area usage
- Assess golf course safety
- Redesign and rebuild greens and tees and to revise bunkering strategy
- Consider the wider issues of drainage, irrigation, traffic management and the landscape context of a golf course
- Programme and budget for the work and manage the project
- Communicate the renovation programme to the club members

Presented by Howard Swan, Golf Course Architect, Swan Golf Designs.



TOP 5 (+1) FERTILITY TOPICS

**NEW
FOR
2015**

At the conclusion of this session, delegates will have a greater understanding of basic soil fertility and plant nutrition as a building block for in-depth discussions on foliar feeding, N cycling and fate, stabilized N sources, late Autumn N programs, environmental considerations of P fertilization and soil testing options.

Presented by Dr Brian Horgan, Professor, University of Minnesota.

Length of one day workshops: 6 Hours

Cost of one day workshops:

Member (including Lunch) - £105.00 + VAT

Non Member (including Lunch) - £205.00 + VAT

HALF DAY WORKSHOPS

Morning Workshops:

9.30am-1pm

**NEW
FOR
2015**

Members' Choice

AFFORDABLE BUNKERS

Fed up with wet, muddy and difficult-to-maintain bunkers? Frustrated with the amount of on-going effort and cost, yet the bunkers never seem to improve?

Learn how to change all this with this interactive workshop, where your specific problems and needs will be discussed and resolved.

This half day workshop will look in-depth at bunker styles, maintenance, drainage and reconstruction; starting with a simple yet effective statistical survey, getting the committee/owner on board, costing the project, selling the idea to members and staff alike, drawing up an Action Plan with targets and milestones - and seeing it through to your stated objectives.

Learning outcomes:

- How design and condition affect on-going daily maintenance
- The costs of on-going maintenance and how these can be reduced
- The effects on course presentation of difficult to maintain bunkers
- How to sell the concept of a maintenance plan and programme to staff and committee
- Present your ideas

Presented by Paul Worster, Golf Course Manager, Minchinhampton Golf Club.

Members' Choice

MANAGING CONFLICT AND COURAGEOUS CONVERSATIONS

**NEW
FOR
2015**

Can you think of some situations where you need to speak up but you find yourself feeling nervous or unsure how to say what you need to say? I call these "courageous conversations" because the stakes are high but so are the emotions! Sometimes we avoid them altogether – which can be disastrous. Sometimes we can have the conversation but find the relationship with the individual(s) either becomes really tense or worse, completely breaks down. This workshop gives you some simple tips, tools and a template for managing these conversations in future, so you feel more confident and prepared for them when they arise.

Learning outcomes:

- Understand your own reactions to tense situations so you can manage them more effectively
- Recognise the four vital signs that any working relationship is heading for the rocks
- Plan for a courageous conversation using four simple steps
- Recognise the benefits of conflict
- Plan practical ways to encourage constructive debate within the team
- Manage up more effectively

Presented by Shona Garner, Leadership and Management Trainer and Coach, Shona Garner Coaching Services Ltd.

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively

Managing People: How to Motivate Your Staff and Maintain Good Morale

Assertiveness; Managing Difficult Situations So You Want to be Promoted

Getting the Course Manager's Job



PRACTICAL CALIBRATION CLINIC (1)

NEW FOR 2015

An up-to-date, accurate, record of the calibration of a sprayer is the only evidence that can show the detail of the setting up of a sprayer to apply a pesticide within the legal requirements of the product label.

The NPTC Pesticides Certification Scheme; the Code of Practice; the National Amenity Sprayer Operators Register (NASOR) for continuous professional development; pesticides update courses and advances in the design of sprayers and nozzles should all ensure that the spray operator is a competent person, who is capable of applying pesticides accurately and with minimum adverse effects on the environment.

Sadly this is not the case; there continues to be significant failures in application, some resulting in damage. Site safety audits continue

to find inaccurate records of application and in particular non-existent or inadequate records of calibration.

Attend this half day workshop to update your knowledge and understanding.

Learning outcomes:

- Updated knowledge of regulations, guidance and codes of practice
- Understand the duties to protect the aquatic environment when applying pesticides
- Be able to perform risk assessments for buffer zones, LERAPS Scheme
- Know the latest developments in sprayer and nozzle design
- Know the process for the calibration of a ground crop sprayer
- Be able to demonstrate the calibration process in practice

Presented by Jon Allbutt, Technical Director, Britrisk Safety Ltd.

HALF DAY WORKSHOPS - SUN 18 JAN 2015

Afternoon workshops

2.00pm - 5.30pm

NEW
FOR
2015

Members' Choice

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 session 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, Askham Bryan College.

Members' Choice

HOW TO INCREASE YOUR ABILITY TO INFLUENCE OTHERS EFFECTIVELY

NEW
FOR
2015

You probably know it's not your greenkeeping skills that will help you successfully influence your team or the other key stakeholders in your club. Successful influencers have two key attributes: they understand some simple human psychology and they are masters at communication. Learn how they do it - and how you can too!

If you ever feel like you're banging your head on a brick wall trying to influence someone - this session's for you.

Learning outcomes:

- Understand why some of your current tactics don't work
- Build rapport with others more quickly through the power of body language
- Understand the principles behind emotional intelligence and how they can help you influence others more effectively
- Identify which skills you need to hone through a simple self-assessment
- Devise better strategies to influence others, using nine influencing tactics

Presented by Shona Garner, Leadership and Management Trainer and Coach, Shona Garner Coaching Services Ltd.

LINKED EVENTS:

Managing Conflict and Courageous Conversations

Managing People: How to Motivate Your Staff and Maintain Good Morale
Assertiveness

Managing Difficult Situations
So You Want to be Promoted

Getting the Course Manager's Job

PRACTICAL CALIBRATION CLINIC (2)

This is a repeat of the morning workshop. Please see full details on page 19.

Presented by Jon Allbutt, Technical Director, Britrisk Safety Ltd.

Length of half day workshops: 3 Hours

Cost of half day workshops:

Member (including Lunch) - £55.00 + VAT

Non Member (including Lunch) - £105.00 + VAT



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
- Basic electrical circuits and diagnostic procedures
- Recap on the importance of setting cutting units correctly and be able to carry out basic maintenance procedures

Presented by Ian Mitchell, Product Manager, Cutting Edge Training.

LINKED EVENTS:

Adjusting Cutting Units and Aftercut Appearance
Noise and Vibration Management Control

Members' Choice

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.

Delegates would be encouraged to attend the Mathematics for Modern Greenkeeping workshop to help establish mathematic

ONE DAY WORKSHOPS

calculations and formulas prior to attending this workshop. If attending both days, candidates should be able to construct their own budget through establishing agronomy needs and converting these into a proposed financial plan.

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 MG, AGS, Golf Course Manager, Ochil Developments.

Please note: Delegates are requested to bring a laptop with Microsoft Excel software as it will be required for this workshop.

If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

LINKED EVENTS:

Mathematics for Modern Greenkeeping
Excel – Essential Calculations for Greenkeepers
More Excel Calculations for Greenkeepers

Members' Choice

MANAGING PEOPLE: HOW TO MOTIVATE YOUR STAFF AND MAINTAIN GOOD MORALE

Research shows de-motivated staff often provide poorer service, are less productive and are more likely to take time off through sickness. As if that wasn't enough, they can also sometimes have a negative effect on others in your team, which simply adds to the problem. If motivation and morale are issues in your club, then this workshop will help you understand why it happens and more importantly, what you can do to reduce or even eliminate it from your team or club.

Take a peek into the psychology of human behaviour - and improve your people management skills in the process!

Learning outcomes:

- Learn your own style as a manager and how you might be inadvertently de-motivating others
- Understand what the best managers in the world do - consistently. You can do this too
- The myths about motivation. What REALLY motivates you and your staff
- 3 simple tactics to help you motivate others more effectively
- 12 questions you can ask which will tell you the truth about how your staff feel
- Learn how to engage your staff more in meetings

Presented by Shona Garner, Leadership and Management Trainer and Coach, Shona Garner Coaching Services Ltd.

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively
Managing Conflict and Courageous Conversations; Assertiveness
Managing Difficult Situations
So You Want to be Promoted
Getting the Course Manager's Job



Members' Choice

IRRIGATION SYSTEM DESIGN AND AUDITING

Was your irrigation system put under pressure in 2014? Is your irrigation system becoming old and inefficient? With the ever pressing demands on water resources within our environment it 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 practical design sessions will take into account the very real issues of water conservation through correct sprinkler selection and control.

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
- Water quantity calculations
- Auditing your irrigation system

Please Note: Delegates will be required to bring calculators.

Presented by Adrian Mortram, Irrigation Consultant, Robin Hume Associates Ltd.

Length of one day workshops: 6 Hours

Cost of one day workshops:

Member (including Lunch) - £105.00 + VAT

Non Member (including Lunch) - £205.00 + VAT



Morning Workshops: 9.00am-12.30pm

Members' Choice

PROTECTED SPECIES AND HABITAT CONSIDERATIONS FOR BUMBLEBEES AND BUTTERFLIES

Golf courses are often refuges for a variety of local, national and internationally important protected species. It is vital that club staff and members are aware of the sensitivities surrounding these species and what can be done to create, protect and enhance their favoured habitat.

Bumblebees and butterflies are under threat in the UK due to the continued decline of suitable habitats. Bees in particular have reduced in number considerably in recent years. With appropriate management, golf courses

HALF DAY WORKSHOPS

can offer significant opportunities to promote and enhance populations within their local area. This invaluable workshop explains how.

Learning outcomes:

- Awareness and identification of relevant protected species
- Habitat requirements of each protected species
- Habitat requirements of bees and butterflies
- Specific management techniques for habitat creation/enhancement
- Practical advice on communicating ecological issues to club membership and the local community
- An understanding of how ecological management works can enhance the success of the golf course

Presented by Bob Taylor, Senior Consultant – Ecology and Environment, STRI.

LINKED EVENTS:

Ecology and the Business Working Together
Woodland and Habitat Management

Members' Choice

WHAT'S IN A SOIL ANALYSIS

All greenkeepers will have a soil analysis carried out, but do you know what it all means? This workshop examines the various types of soils 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 a greenkeeper should be aware of when reading a soil analysis. Finally, the session will focus on how these key components and nutrients will affect plant growth and how often should the soil 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
- 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 Michael Fance, Technical Support Officer and South-East Area Sales Manager, Everris Limited.

Afternoon Workshop

1.30pm – 5.00pm

Members' Choice

ECOLOGY AND THE BUSINESS WORKING TOGETHER

Golf clubs are increasingly recognising that they are a business and must operate as such. This seminar will explore the elements that make a golf club great; the elements that empower players to return time and again. This workshop will look at the importance of the environment into which the game is played. It will explore management and financial efficiencies. This workshop is ideal for greenkeepers, chairman of green, golf club managers and those responsible for budgeting and managing the different elements for the golf club.

Learning outcomes:

- The difference between good and great
- Elements that make a course great to play
- The role of the environment in improving perceptions of the golf course
- Understand a little of the management required to improve the players experience
- What it is that makes players return with repeat business
- Cost savings through ecological and environmental best practice

Presented by Bob Taylor, Senior Consultant – Ecology and Environment, STRI.



Linked Events:

Protected Species and Habitat Considerations for Bumblebees and Butterflies
Woodland and Habitat Management
Budget Building for Golf Course Management

Members' Choice

GRASS IDENTIFICATION

This workshop will cover the structure and form of grasses to illustrate the main features required to identify grasses in their vegetative state. This will be followed by a 'how to' session on the use of grass identification keys. The theory will then be put into practice with participants being able to test their skills on a series of labelled and unlabelled specimens that will include all common grasses found on UK golf courses.

Learning outcomes:

- Understand the vegetative structure of grasses
- Use of grass identification keys
- Step by step knowledge to identify unknown grass samples

Presented by Andy Newell, Head of Turfgrass Biology, STRI.

Length of half day workshops: 3 Hours

Cost of half day workshops:

Member (including Lunch) - £55.00 + VAT

Non Member (including Lunch) - £105.00 + VAT

FOCUS ON SESSIONS



9.15 am – 12.15 pm

THE DR AND THE SUPER: THE ART AND SCIENCE OF GOLF COURSE MANAGEMENT

NEW
FOR
2015

Brian and Chris will take a look at various cultural, nutritional and golf course management issues from both a scientific and practical point of view. The how and why of what the scientific data tells us versus what is actually being seen in the field.

This workshop has featured regularly on the GCSAA's education programme at the Golf Industry Show. Don't miss your chance to attend.

Presented by Dr Brian Horgan, Professor, University of Minnesota and Chris Tritabaugh, Golf Course Superintendent, Hazeltine National Golf Club.

Length of Focus On Session: 3 Hours

Cost: Member - £55.00 + VAT

Non Member - £105.00 + VAT

9.15 am – 12.15 pm

AN INTRODUCTION TO MICROSOFT PROJECT

Discover how to effectively plan, implement and control projects using Microsoft Project 2010. You'll learn how to use Microsoft Project to think through and organize your project's details, plan a schedule, sequence tasks, and produce a baseline.

Learning outcomes:

- Identify elements of the Project workspace
- Create tasks for a project
- Establish task relationships
- Apply task types to achieve the desired results



- Set and review baselines
- Identify elements of the Project workspace

Please note: Delegates are requested to bring a laptop with Microsoft Project software as it will be required for this workshop. If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

Presented by Jacky Lowe, IT Trainer, Training Gem.

Length of Focus On Session: 3 Hours

Cost: Member - £55 + VAT

Non Member - £105.00 + VAT

LINKED EVENTS:

Advanced Microsoft Project
Excel – Essential Calculations for Greenkeepers
More Excel for Greenkeepers

9.25 am – 11.25 am

Members' Choice

NOISE AND VIBRATION MEASUREMENT AND CONTROL

As an introduction to the subject, the effect on the human body of exposure to noise and vibration will be studied to show the short and long term consequences.

The legislations pertaining to noise and vibration of machinery will be briefly covered. Delegates will discuss the origin of noise and vibration on pedestrian and ride-on turf machinery and what manufacturers are doing to prevent or reduce these. After finding out what and how the manufacturers have to determine and report about noise and vibration of their machinery, delegates will look into what this information actually means and how they can use it. Using

FOCUS ON SESSIONS

HSE case studies, measures to protect the user/operator from harmful noise and vibrations emitted or control the impact on the operator will be discussed.

Learning outcomes:

- Understand the impact of noise and vibration on the human body
- Compare machines of different manufacturers regarding noise and vibration emission
- Utilise manufacturer's and other figures to determine exposure limits

Presented by Ian Mitchell, Product Trainer, Cutting Edge Training.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

Adjusting Cutting Units and Aftercut Appearance
Basic Golf Mechanics

9.25 am – 11.25 am

MY PERSONAL CAREER BENCHMARK - AM I HEADING IN THE RIGHT DIRECTION?

So You Want to be a Golf Course Manager (Module 1)

This session is for those aspiring to move into the role of Golf Course Manager. Aimed at personal discovery and individual development, Module 1 of the So You Want to be a Golf Course Manager series 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 my current level of 'employability'
- The required skill sets - Identifying the skills I 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 me and what type of club do I 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

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

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

What is a Course Management Policy Document and Who Needs One Anyway?
The Word Budget is Boring, But Planning and Spending is Fun!
Man This is Management
Getting the Course Manager's Job

12.10 pm – 2.10 pm

WHAT IS A COURSE MANAGEMENT POLICY DOCUMENT AND WHO NEEDS ONE ANYWAY?

So You Want to be a Golf Course Manager (Module 2)

Module 2 of the So You Want to be a Golf Course Manager series deals with the creation of the most important document in golf course management, the Course Management Policy Document (CMPD).

Why do we need one?; Who creates it?
What should (and shouldn't) be in it?

How should it be used?

This session will answer all of these questions and leave you with a comprehensive template for your future Course Management Policy Document.

Learning outcomes:

- What is a CMPD
- Identifying the need for this document
- How to be involved in its creation or updating
- Identifying what should be in the contents
- How to use a CMPD in course management
- A comprehensive CMPD template

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, KMgc.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

My Personal Career Benchmark
The Word Budget is Boring, But Planning and Spending is Fun!
Man This is Management
Getting the Course Manager's Job

1.00 pm – 4.00 pm

Members' Choice

WOODLAND AND HABITAT MANAGEMENT

This session will look at many aspects of woodland and habitat management including: landscape management; trees and strategy; managing for wildlife; the effects of trees on the agronomy; trees and golf architecture; legal requirements and felling licenses; habitat management; assessing the landscape; before and after visuals; why to manage the landscape; how to write a management plan for golf and wildlife.

**NEW
FOR
2015**



FOCUS ON SESSIONS



Learning outcomes:

- The need to manage the landscape
- The effect of trees on the agronomy
- Have an understanding of golf course strategy
- Assess the best management prescription for the course
- Improve the conservation value of the golf course
- Understanding of the law regarding trees and wildlife

Presented by John Nicholson and Mike Edwards, John Nicholson Associates.

LINKED EVENTS:

Protected Species and Habitat Considerations for Bumblebees and Butterflies
Ecology and the Business Working Together

Length of Focus On Session: 3 Hours

Cost: Member - £55.00 + VAT

Non Member - £105.00 + VAT

1.00 pm – 4.00 pm

ADVANCED MICROSOFT PROJECT

**NEW
FOR
2015**

Building on the Introduction topics, in this workshop delegates will discover how to assign resources and costs, track progress, identify and analyze variances and revise the project plan. It will also show how to print projects and produce valuable reports.

Learning outcomes:

- Enter and assign resources
- Modify initial resource assignments
- Contrast task deadlines and task constraints
- Identify the critical path
- Produce reports
- Customize views, tables and report

Please note: Delegates are requested to bring a laptop with Microsoft Project software as it will be required for this workshop.

If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

Presented by Jacky Lowe, IT Trainer, Training Gem.

Length of Focus On Session: 3 Hours

Cost: Member - £55 + VAT

Non Member - £105.00 + VAT

LINKED EVENTS:

An Introduction to Microsoft Project
Excel – Essential Calculations for Greenkeepers
More Excel for Greenkeepers

Members' Choice

2.45 pm – 4.45 pm

WATER DISASSEMBLED – AKA: BACK TO BASICS ON UNDERSTANDING WATER

**NEW
FOR
2015**

We take water for granted until we have too much or too little of it, or its quality compromises turfgrass health or characteristics of the soil itself.

This session focuses on water behaviour in diverse soils, the concepts of water movement as influenced by soil physical, chemical, or biological properties – including recent advances relating to interfaces – the boundaries between soil textural classes, soil particles, microorganisms, organic matter and plant roots.

The practical implications of this information as applied to management options for improving turfgrass and soil health will be linked to strategies for water utilisation and delivery in the rootzone.

Learning outcomes:

- Fundamental processes of water delivery to and transport into and within the rootzone
- Water movement in the rootzone – theory versus reality

- Understand that there are multiple consequences of soil water repellency
- The basic effect of soil surfactants on water movement in soil
- Appreciation of different management strategies and practices
- New advances in understanding how plants and microbes can affect water movement in soils

Presented by Dr Stan Kostka, Director - Technology and Business Development, Aquatrols Corporation of America.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

2.45 pm – 4.45 pm

THE WORD BUDGET IS BORING – BUT PLANNING AND SPENDING IS FUN!

So You Want to be a Golf Course Manager (Module 3)

Module 3 of the So You Want to be a Golf Course Manager series deals with budgeting for golf course maintenance and development.

In this short session 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 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

FOCUS ON SESSIONS



- 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

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, KMgc.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

My Personal Career Benchmark
What is a Course Management Policy
Document and Who Needs One Anyway?
Man This is Management
Getting the Course Manager's Job
Excel – Essential Calculations for Greenkeepers
More Excel for Greenkeepers
Budget Building for Golf Course Management

9.15 am – 12.15 pm

MASTER GREENKEEPER CERTIFICATE

FREE

Stages 1 & 2 – Accumulating Credits and the Golf Course Assessment

This 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 MG 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

Presented by Daniel Lightfoot MG, Course Manager, Bearwood Lakes Golf Club and Alan Pierce MG, Course Manager, Ham Manor Golf Club.

Length of Focus On Session: 3 Hours

Cost: BIGGA Members:

Free (but MUST be pre booked).

Non Member: £10.00 + VAT

LINKED EVENTS:

Master Greenkeeper Certificate – Stage 3

9.15 am – 12.15 pm

EXCEL – ESSENTIAL CALCULATIONS FOR GREENKEEPERS

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 spreadsheet production including formatting, editing and printing. It will also cover some of the basics of calculations and functions in Excel.

Learning outcomes:

- Getting Started and Spreadsheet Basics
- Entering Calculations
- Using Autosum
- Entering Statistical Functions
- Printing
- Formatting and improving the look of your spreadsheet

Please note: Delegates are requested to bring a laptop with Microsoft Excel software as it will be required for this workshop. If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

Presented by Jacky Lowe, IT Trainer, Training Gem.



Length of Focus On Session: 3 Hours

Cost: Member - £55.00 + VAT

Non Member - £105.00 + VAT

LINKED EVENTS:

Mathematics for Modern Greenkeeping
Budget Building for Golf Course Management
More Excel Calculations for Greenkeepers
An Introduction to Microsoft Project
Advanced Microsoft Project
The Word Budget is Boring, But Planning and Spending is Fun!

FOCUS ON SESSIONS

9.25 am – 11.25 am

Members' Choice

ASSERTIVENESS

This very practical Focus On session identifies the differences between aggressive and assertive behaviour, the power of non-verbal communication, effective listening techniques, recognising the signs of conflict and communicating positively in all situations.

Delegates will gain an insight into how to improve your working relationships by focusing on the way you currently communicate with colleagues at all levels. It will help to identify how different types of people want to be communicated with and how your approach needs to be adapted. By the end of the session you will be aware of how small changes in communication style can have a big impact on your working relationships.

Learning outcomes:

- Differentiate between assertiveness and other types of behaviour
- Communicate assertively with confidence at all levels
- Practice using assertive behaviour
- Learn to say 'no' but still be effective
- Handle difficult situations and people effectively
- Deal with a variety of situations positively and achieve long term results

Presented by Michael Astrop, Business and Personal Development Speaker, Coach the Mind.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively
Managing Conflict and Courageous Conversations

Managing People: How to Motivate Your Staff and Maintain Good Morale
Managing Difficult Situations
So You Want to be Promoted
Getting the Course Manager's Job

9.25 am – 11.25 am

MAN THIS IS MANAGEMENT

So You Want to be a Golf Course Manager (Module 4)

Module 4 of the So You Want to be a Golf Course Manager series addresses the specifics of resource management relating to course maintenance.

In this session delegates will identify the key management areas, the dynamics involved and the skills you require to manage your resources.

Learning outcomes:

- Identification of resources required to manage a golf course
- The dynamics involved in the management of your resources
- The importance of great management skills and identification of what they are
- Planning how to succeed
- How to become a good team leader
- Getting results, recognition and re-organisation

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, KMgc.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

My Personal Career Benchmark
What is a Course Management Policy
Document and Who Needs One Anyway?
The Word Budget is Boring, But Planning and Spending is Fun!
Getting the Course Manager's Job



12.10 pm – 2.10 pm

Members' Choice

MANAGING DIFFICULT SITUATIONS

Every day people encounter difficult and challenging situations which happen time and time again, but people do not plan and prepare for them. This session will give delegates the skills to be ready for the challenge and then be able to deal with the behaviour confidently and seek a positive experience.

Learning outcomes:

- Be aware of physiological responses to aggression
- Manage their own responses to aggressive behaviour
- Know how to seek to diffuse and handle difficult situations
- Use communication and interpersonal skills to effectively handle angry and challenging

customer behaviour

- Plan and practice de-fusion skills and techniques to build confidence
- Be confident in abilities to challenge all future situations

Presented by Michael Astrop, Business and Personal Development Speaker, Coach the Mind.

Length of Focus On Session: 2 Hours

Cost: Member - £40.00 + VAT

Non Member - £75.00 + VAT

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively

Managing Conflict and Courageous Conversations

Managing People: How to Motivate Your Staff and Maintain Good Morale

Assertiveness

So You Want to be Promoted

Getting the Course Manager's Job

FOCUS ON SESSIONS

1.00 pm – 4.00 pm

MASTER GREENKEEPER CERTIFICATE WORKSHOP

Stage 3 – The Examinations

This 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

Presented by Kerran Daly MG, Course Manager, Wortley Golf Club; Dan Lightfoot MG, Course Manager, Bearwood Lakes Golf Club and Alan Pierce MG, Course Manager, Ham Manor Golf Club.

Length of Focus On Session: 3 Hours

Cost: BIGGA Members:

Free (but MUST be pre-booked).

Non Member: £10.00 + VAT

LINKED EVENTS:

Master Greenkeeper Certificate – Stages 1 & 2

1.00 pm – 4.00 pm

MORE EXCEL FOR GREENKEEPERS

This workshop aims to give basic users of Excel knowledge of commands and functions which will make them more proficient in spreadsheet design and development. How to apply these tools to greenkeeping spreadsheets and good spreadsheet practice will also be covered.

Learning outcomes:

- More formatting
- Functions, including basic IF and working with dates
- Working across multiple sheets
- Review of basic formulae
- Countif and Sumif functions

Please note: Delegates are requested to bring a laptop with Microsoft Excel software as it will be required for this workshop. If you are unable to bring a Laptop the use of one can be arranged. Please advise when booking this workshop.

Presented by Jacky Lowe, IT Trainer, Training Gem.

Length of Focus On Session: 3 Hours

Cost: Member - £55.00 + VAT

Non Member - £105.00 + VAT

LINKED EVENTS:

Mathematics for Modern Greenkeeping
Budget Building for Golf Course Management
Excel – Essential Calculations for Greenkeepers
An Introduction to Microsoft Project
Advanced Microsoft Project
The Word Budget is Boring, But Planning and Spending is Fun!

2.45 pm – 4.45 pm

SO YOU WANT TO BE PROMOTED – ESSENTIAL SKILLS FOR YOUR CAREER DEVELOPMENT

This session is for greenkeepers and assistant greenkeepers who aspire to developing their career to take the step up to a supervisory role. Offering 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

Presented by Rob Hogarth, Golf Course Manager, Remedy Oak Golf Club and Matt Pledst, Course Manager, Muswell Hill Golf Club.

Length of Focus On Session: 2 Hours

Cost: BIGGA Members:

Free (but MUST be pre-booked).

Non Member: £10.00 + VAT

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively
Managing Conflict and Courageous Conversations
Managing People: How to Motivate Your Staff and Maintain Good Morale
Assertiveness
Managing Difficult Situations
Getting the Course Manager's Job

2.45 pm – 4.45 pm

GETTING THE COURSE MANAGER'S JOB

So You Want to be a Golf Course Manager (session 5)

Module 5 of the So You Want to be a Golf Course Manager series deals with that all important step 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 your 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

Presented by Peter Jones MSc, Director, Peter Jones Associates and Kevin Munt, Principal Consultant, KMgc.

Length of Focus On Session: 2 Hours

Cost: BIGGA Members:

Free (but MUST be pre-booked).

Non Member: £10.00 + VAT

LINKED EVENTS:

How to Increase Your Ability to Influence Others Effectively
Managing Conflict and Courageous Conversations
Managing People: How to Motivate Your Staff and Maintain Good Morale; Assertiveness
Managing Difficult Situations
So You Want to Be Promoted
My Personal Career Benchmark
What is a Course Management Policy
Document and Who Needs One Anyway?
The Word Budget is Boring, But Planning and Spending is Fun!; Man This is Management

SEMINARS



9.20 am – 10.20 am

Featured Session

Members' Choice

SEMINAR 1 - DEVELOPING BEST PRACTICE GUIDELINES FOR FERTILISER USE ON FINE TURF

Responsible fine turf management requires the optimisation of nutrient inputs. This interactive session will explain a range of fertiliser strategies currently in use. It will help you define your target ranges and manage annual inputs for required performance targets. Ultimately assisting in developing a fertiliser strategy optimised for your requirements.

Presented by Henry Bechelet, Technical Sales Manager and Andy Owen, Technical Manager, Everris Limited.

10.15 am – 10.45 am

SEMINAR 2 - DESIGN AND MANUFACTURE OF TURF MAINTENANCE EQUIPMENT FOR THE GOLF INDUSTRY

This seminar will address the areas involved in the design and production of turf maintenance equipment for golf. Taking a new machine from the initial concept through to testing, prototypes and full manufacturing whilst explaining the important role that the greenkeeper plays in every step of this process.

It will also look at new upcoming developments in the industry and what the future could hold within the golf turf maintenance equipment world.

Presented by John Coleman, Managing Director of ATT presenting on behalf of The Grass Group.

TUESDAY 20 JANUARY 2015



10.35 am – 11.35 am

Featured Session

Members' Choice

SEMINAR 3 - STAGING THE OPEN CHAMPIONSHIP

The Open Championship, the world's oldest major, is a highlight of the global sporting calendar. Each year the competition attracts the

world's best golfers, a massive global tv audience and tens of thousands of spectators. But how is all this made possible? The R&A and STRI will describe how The Open is staged, looking behind the scenes at preparations for golfers, media and visitors, on and off the course.

Presented by Michael Wells, Director - Championship Staging, The R&A and Richard Windows, Agronomy Manager, STRI.

SEMINAR PRE-BOOKING FOR BIGGA MEMBERS

BIGGA members can request a ticket for any of the listed Continue to Learn Seminars. 70 seminar tickets will be made available for each of the sessions held on Tuesday 20 and Wednesday 21 January.

Tickets will be available to collect from the BIGGA Desk in the Queen's Suite from Sunday 18 January.

Please note: Tickets will not be sent out. If you do not have your ticket there is no guarantee of a seat. The remaining 40-50 seats will be available on a first come, first serve basis.

king available for BIGGA members

SEMINARS

11.00 am – 11.30 am

SEMINAR 4 - WHICH BENTGRASS WHERE?

This seminar will compare the relative attributes of the three main bentgrass species commonly managed in the UK. Discussing management techniques, nutrients inputs and matching the correct species of bentgrass to your course.

Presented by Richard Brown, Amenity Sales Manager, Germinal Seeds (GB) Ltd.

11.50 am – 12.50 pm

Featured session

SEMINAR 5 - BIGGA - A TOOL FOR CAREER DEVELOPMENT

This session is a must for younger greenkeepers, or those new to the industry, who want to develop their career in greenkeeping. Sam Evans will provide attendees with a first hand and personal account of how BIGGA can benefit your development and career, now and in the future.

Presented by Sam Evans, Deputy Head Greenkeeper, Oakland Park Golf Club.

12.00 Noon – 12.30 pm

SEMINAR 6 - STRESS BUSTING

This session will focus on the benefits of taking an integrated approach to the management of stress management in turf. Drawing from Everris research to give an understanding of the impact of stress and how its damaging effect can be minimised.

The aim is to provide practical guidance on cultural management strategies coupled with the use of the latest supporting technologies to help create turf that is better able to perform under all the pressures placed upon it.

Presented by Henry Bechelet, Technical Sales Manager, Everris.

12.45 pm – 1.15 pm

SEMINAR 7 - LIFE IN THE SOIL, BACTERIA, FUNGI AND OTHER RESEARCH

The importance of life in the soil is often overlooked with all the focus on the playing surface, yet the amazing world underneath has a direct bearing on the turf above. This seminar will provide a brief and approachable look at the world of microbes, their role and how to maintain and increase them. It will also discuss the research carried out by Famura together with other relevant research including thatch reduction and root mass increase.

Presented by Jonathan Harmer, Managing Director, Famura.

1.20 pm – 2.20 pm

Featured Session

Members' Choice

SEMINAR 8 - THE EQUALITY ACT 2010 – DISABILITY ACCESS

This seminar will address the obligations in relation to access to the golf course by disabled golfers requiring the use of a buggy.

Presented by Jackie Howe, Chief Executive, National Golf Club's Advisory Association.

1.30 pm – 2.00 pm

SEMINAR 9 - LIQUID GYPSUM, BACK TO THE FUTURE!

This session looks at alternative methods of improving soil structure and biology in sports turf. Why is there a perception that we cannot survive without wetting agent application and a close look at those that are doing just that. Using simple science and tried and tested methods, adapted for the current pressures experienced by Greenkeepers and sports turf managers to aid them in achieving their ultimate goals.

Presented by Andy Church, Director, Ultra Soil Solutions Ltd.

2.15 pm – 2.45 pm

SEMINAR 10 - FROM REAL MADRID TO YOUR GOLF COURSE

Methods of fine turf maintenance have rapidly developed in the football stadiums and training facilities of Europe. Some of the practises used by groundsmen have benefited by added finesse and this has proven to have a benefit to the golf course environment; “Removing a problem to promote your preferred grass species in an environmental and efficient manner is the goal”.

Presented by Simon Gumbrell, Sales Director, Campey Turf Care Systems.

2.35 pm – 3.35 pm

Featured Session

SEMINAR 11 – BCSR, MLSN AND SUFFICIENCY

To be most efficient with the nutrient resources applied, soil testing is advocated. However, each testing philosophy will yield different recommendations. This seminar will discuss the three most commonly used soil testing philosophies: Base Cation Saturation Ratio (BCSR), Minimum Levels for Sustainable Nutrition (MLSN) and Sufficiency, their strengths and drawbacks.

Presented by Dr Brian Horgan, Professor, University of Minnesota.

3.00 pm – 3.30 pm

SEMINAR 12 - THE BENEFITS OF COMBINING NUTRITIONAL PRODUCTS WITH HERBICIDES AND FUNGICIDES

As part of Sherriff Amenity’s continued research and development work, we have been running multiple trials at STRI on the benefits of tank-mixing. One of these trials has been focused on understanding the benefits of combining nutritional products with herbicides and fungicides. In this seminar, we discuss the results and how they can help improve your sports turf surface.

Presented by Dr Christian Spring, Soil Scientist, STRI on behalf of Sherriff Amenity.

4.00 pm – 4.30 pm

SEMINAR 13 - DISEASE CONTROL INSIDE OUT – A NEW INSIGHT INTO FUNGICIDE ACTIVITY AND TIMING

An in depth understanding of how fungal diseases get inside the leaf and the damage they cause is fundamental to selecting appropriate control strategies. New research and development techniques enable us to look inside the leaf in microscopic detail to find out how things work.

Knowledge gleaned from the latest high-powered electron microscopy imagery will help greenkeepers and turf managers to understand the role of fungicides, including systemic, contact and new contact+ activity. Improved timing and application techniques will utilise the best options available to achieve effective disease control, enhance turf health and maintain the best possible playing surface quality.

Presented by Louis Simard, Head of Syngenta Turf R&D - Stein, Switzerland, Syngenta.

SEMINARS

9.20 am – 10.20 am

Featured Session

SEMINAR 14 - FAIRWAY RENOVATION WHILST IN PLAY

Golf & Country Club Blumisberg has 55 year old fairways on light soils, severely suffering during dry periods of the season due to excessive thatch build up. Choosing a suitable method of renovation, whilst keeping the course in play is crucial to achieve the desired effect and customer satisfaction!

Presented by Richard McGlynn, Course Manager, Golf & Country Club Blumisberg.

10.15 am – 10.45 am

SEMINAR 15 - THE IMPORTANCE OF OXYGEN

How do we get our root-zones to perform to their optimum throughout the year? Why is oxygen so critical? Attend this seminar to find out...

Presented by David Snowden, Managing Director, Agronomic Services Ltd.



10.35 am – 11.35 am

Featured Session

Members' Choice

SEMINAR 16 - MANAGING FAIRY RINGS ON GOLF COURSES

This seminar will explore the types of fairy rings that occur on golf courses and what we can do to suppress their symptoms.

Presented by Jennie Keighley, PhD Researcher, Harper Adams University / STRI.

11.00 am – 11.30 am

SEMINAR 17 - APPLIED FERTILIZERS - A CAUSE FOR CONFUSION?

The industry is 'spoilt for choice' in the number, granule type and analysis content options of granular nutritional products being offered to practising greenkeepers and groundsmen. Compounds, blends, homogenous, slow, controlled-phased release, MU, PCSCU, PCU, PCSOP, maxi, mini, micro and super-micro etc, are words and terms in constant use but often a cause for confusion. This presentation looks at the facts, explains what nutrition the turf plant can expect to receive and the effect its means of application has on its surface distribution.

Presented by Andrew McMahon, Fertilizer Product Manager, Rigby Taylor Ltd.

11.50 am – 12.50 pm

Featured Session

SEMINAR 18 - TURNING THE TURF MANAGEMENT DIALS

Chris will talk about how he adjusts practices and nutrition based on weather, play and time of the year in order to maintain championship conditions on a daily basis at Hazeltine National Golf Club, the venue for the Ryder Cup 2016.

Presented by Chris Tritabaugh, Golf Course Superintendent, Hazeltine National Golf Club.

12.00 Noon – 12.30 pm

SEMINAR 19 - MICRODOCHIUM MANAGEMENT - AN UPDATE

This seminar will discuss the latest research work conducted by Headland Amenity on *Microdochium nivale* and its implications for management of this disease in the field.

Presented by Mark Hunt, Technical Director, Headland Amenity Ltd.

12.45 pm – 1.15 pm

SEMINAR 20 - USING RYEGRASSES ON A GOLF COURSE

This seminar will explore how perennial ryegrasses can be successfully used on golf courses. Using quality perennial ryegrass mixtures can make a massive improvement on wear tolerance and longevity of your tees, walkways and divot repairs.

Presented by Dr David Greenshields, Research and Development Manager, Barenbrug.



SEMINARS

FREE

13.20 pm – 14.20 pm

Featured Session

SEMINAR 21 - KNOW YOUR EMPLOYMENT RIGHTS!

Employment law changes twice a year and some employers don't keep up to date with it. Make sure that you are getting the entitlements you are due and what to do if you aren't! This seminar will cover holiday absence, sickness absence, disciplinaries, notice periods and raising a grievance. You will have the chance to ask questions too.

Presented by Carolyne Wahlen, Director, Golf HR.

1.30 pm – 2.00 pm

SEMINAR 22 - RENOVATING YOUR IRRIGATION SYSTEM

How can you revitalize your irrigation system using the latest technologies to reduce your energy and water consumption as well as your maintenance costs?

Presented by Stuart Tate, European Golf Specification Manager, Rain Bird Europe.

2.15 pm – 2.45 pm

SEMINAR 23 - DEVELOPMENT OF A FINE FESCUE FAIRWAY PROGRAM – PLANT HEALTH, SWARD RESILIENCE AND NUTRIENT AVAILABILITY

Sustainable management practices and the use of resilient turfgrass species, specifically fine fescues, are features of links and heathland courses. The tolerance of these grasses to low fertilisation and limited irrigation has made them preferred species. Several innovative Dutch and UK greenkeepers have explored fairway surfactant application scenarios to improve the health, vigor and performance of fine fescues. This seminar is based on case study results from the greenkeepers who developed this approach to reduce inputs and increase turf performance and the subsequent scientific research that improved our understanding of soil water and plant access to organically bound soil nitrogen.

Presented by Dr Stan Kostka, Director – Technology and Business Development, Aquatrols Corporation.

2.35 pm – 3.35 pm

Featured Session

SEMINAR 24 - RYDER CUP 2014 - THE JOURNEY CONTINUES

Following on from where he finished last years presentation, Steve will discuss both the agronomic and construction works that took place on the PGA Centenary Course during 2013 in preparation for hosting the 2014 Ryder Cup matches.

Presented by Steve Chappell, Head Greenkeeper, PGA Centenary Course, Gleneagles.



BIGGA BENEVOLENT FUND

Please continue to support the BIGGA Greenkeepers Benevolent Fund and help past members and their dependents who have suffered hardship. The green wristbands supporting the cause cost £2 (min.contribution). Head to the BIGGA Stand (B23) to buy yours.



3.00 pm – 3.30 pm

SEMINAR 25 - WETTING AGENTS: CHEMISTRY, FUNCTION AND PERFORMANCE

This seminar will put into context the range of wetting agents on the market and discuss the chemistries being offered and some of the science behind how they function. The different types of wetting agents will be discussed along with what performance you can expect from them and why. Some of the common marketing terms will also be examined. This seminar should give an insightful perspective on this product class that is widely used in the sports turf industry.

Presented by Paul Morris MA (Oxon), Managing Director, GBR Technology Limited.

4.00 pm – 4.30 pm

SEMINAR 26 - INNOVATIVE SOLUTIONS FOR INTEGRATED DISEASE MANAGEMENT

This seminar will discuss exciting new developments in the field of turf protection. This will include Bayer's innovative solutions to reducing chemical inputs as part of an integrated approach to disease management. Whilst also highlighting the advances made in the development of modern turf protection solutions.

The processes involved in producing new plant protection products specifically for the sports turf industry will be demonstrated, giving attendees an understanding of the strict regulatory requirements that plant protection manufacturers have to adhere to.

Presented by Colin Mumford, Technical Manager, Bayer Crop Science.

PARTNER EVENTS - SUN 18 – TUE 20 JAN 2015



**Presented by the Golf Club
Manager's Association**

AN INTRODUCTION TO MANAGING THE GOLF CLUB

Suitable for: Course Managers, Head Greenkeepers or committee members who wish to enhance their knowledge of golf club management.

The Golf Club Managers Association (GCMA) is presenting this intense 3-day course designed to provide an insight into the challenges faced in running a Golf Club in today's environment.

If you are considering a career change, interested in administration or merely wish to expand your knowledge base, this is a 'must' for you.

DAY ONE

Sunday 18 January

9.00 am – 10.00 am

Registration

10.00 am - 11.00 am

Introduction to the Aims and Objectives of the Workshop

11.00 am – 11.15 am Morning Break

11.15 am – 1.00 pm

Managing Change – An Understanding of the Golf Business

1.00 pm – 1.45 pm Lunch

1.45 pm – 3.15 pm

The Governance of the Golf Club – Working With the Board/Director

3.15 pm – 3.30 pm Afternoon Break

3.30 pm – 5.00 pm

Working in Conjunction with the Golf Unions and Governing Bodies



DAY TWO

Monday 19 January

9.00 am – 10.30 am

Food and Beverage – Understanding the Clubhouse Operation

10.30 am – 10.45 am Morning Break

10.45 am – 12.30 pm Food and Beverage – Customer Service

12.30 pm – 1.15 pm Lunch

1.15 pm – 2.45 pm Golf Club Legislation

2.45 pm – 3.00 pm Afternoon Break

3.00 pm – 5.00 pm Employment Law

DAY THREE

Tuesday 20 January

9.00 am – 11.00 am

Understanding the Financial Requirements of the Business

11.00 am – 11.15 am Morning Break

11.15 am – 1.00 pm Marketing the Various Aspects of the Business

1.00 pm – 1.45 pm Lunch

1.45 pm – 3.00 pm Managing the Golf Course Traffic: Tee booking & IT

3.00 pm – 3.15 pm Afternoon Break

3.15 pm – 4.30 pm The Membership Management Systems

4.30 pm – 5.30 pm

Working Manager: Open Forum with The Panel

Cost: £295.00 + VAT

Please note - this excludes accommodation

This event is not included in the Continue to Learn booking "Bundles"



Presented by TOCA, the Turf and Ornamental Communicators Association.

9.00 am – 9.15 am

WELCOME AND INTRODUCTIONS

9.15 am - 10.15 am

CREATIVE WRITING – FOCUSING ON THE STORY TELLING

Oftentimes creative writing in business-to-business publications focusing too much attention on events and statistics, rather than the personalities who make events happen in the green industry. Rather than tell a story about a personality, often the writing looks more like a resume than a chronicle of who a person is.

10.15 am -10.30 am

Break

PARTNER EVENTS



10.30 am – 11.30 am

MAKING SOCIAL MEDIA WORK FOR YOUR READERS/CUSTOMERS

As social media tools explode in the marketplace, it's much more than creating messaging.

Are you utilising the right social media tools? Are you reaching the right audience? Is the message resonating with your readers or customers? These are some of the issues to be discussed by two award-winning communicators.

Presented by Jason Schmaderer, Vice President/Account Supervisor, Swanson Russell in Nebraska, USA and President of TOCA, and Scott Hollister, Editor-in-Chief of Golf Course Management (GCM) magazine and Director of publications for the GCSAA. Scott is also president-elect of TOCA



11.30 am – 12.00 Noon

A PRIMER ON THE TURF & ORNAMENTAL COMMUNICATORS ASSOCIATION (TOCA)

The Turf & Ornamental Communicators Association (TOCA) recently celebrated its 25th anniversary in the United States and announced two new major initiatives:

- Creating a formal International Chapter in Europe (Great Britain specifically). TOCA has membership in Europe, but is expanding to full chapter status.
- Developing a non-profit foundation to enhance its outreach and funding for members and young people pursuing careers in business-to-business communications in the green industry.

Kristy Mach, Membership Director and Consultant for TOCA, will lead a 30-minute discussion on the organisation and its plans to expand beyond the U.S. to Europe and beyond in the next five-to-10 years.



Cost: £65.00 + VAT

This includes Lunch and one year membership of TOCA.

This event is not included in the Continue to Learn booking "Bundles"



9.30 am – 12.00 Noon

GETTING YOUR BUNKERING RIGHT

This workshop has been designed for employers and Course Managers to understand all aspects of bunkering including design, renovation and typical maintenance costs.

Learning outcomes:

- The principles of golf course design
- The three philosophies – penal, heroic, strategic and their relationship to bunkering
- Location of bunkering and how this relates to the modern game
- Styles of bunkering
- The physical reconstruction of bunkering – shape, size, drainage, feature surrounds
- Who and how to do it
- Programming and costs
- Sand quality, selection and sanding
- Designing bunkers with future maintenance costs in mind
- Maintaining them – image, presentation and requirements
- Considerations of efficiency and resourcing the effort
- The economies of maintaining bunkers

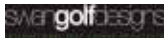
Presented on behalf of The Greenkeepers Training Committee by Howard Swan, Golf Course Architect, Swan Golf Designs and Laurence Pithie, Turfmaster One.

Cost: £40.00 + VAT

£60.00 + VAT If attending both 'Making Your Golf

Course Safe!' and 'Getting Your Bunkering Right'

This event is not included in the Continue to Learn booking "Bundles"



1.30 pm – 4.00 pm

MAKING YOUR COURSE SAFE!

Designed to support golf club employers and Course Managers to be Health and Safety compliant.

Learning outcomes:

- The principles and practices of designing golf courses safely
- Safety parameters and margins. Laws and protocols
- Assessing safety, assessing risk and identifying hazards, probabilities and risk values
- Rights and wrongs, responsibilities and liabilities, legal issues and relevant case studies
- CDM regulations in undertaking project work
- The operation and management of courses safely in mind?
- The use of hazardous materials and potentially dangerous machinery
- The health and safety of the employee
- Managing risk of club and course operation
- Risk profiling and the 'Top 10' hazards
- 'Dynamic Risk Assessment' – the vital, unknown control tool
- The role of health and safety in a golf club's 'Brand protection'
- Converting your Safety Management System from words to actions
- Safety in the market place – The results of a research study

Presented on behalf of The Greenkeepers Training Committee by Tom Searle and Jon Allbutt, Britrisk Safety and Howard Swan, Golf Course Architect, Swan Golf Designs.

Cost: £40.00 + VAT

£60.00 + VAT If attending both 'Making Your Golf

Course Safe!' and 'Getting Your Bunkering Right'

This event is not included in the Continue to Learn booking "Bundles"

PARTNER EVENTS - TUE 20 JANUARY 2015



10.00 am - 1.30 pm **HOW TO MAKE YOUR GREENS PERFORM BETTER**

Back by popular demand – a workshop specifically designed for Chairmen of Green, Club Managers, Club Secretaries and Committee Members on the effective management of greens and how to improve performance on your greens.

Greens continue to be the focal (and most talked about) point on the golf course and are an important part of course management. During this workshop we will cover the following aspects of greens management:

- How do we know what good performance on a green is?
- Why the focus on organic matter is so important
- The maintenance and management of greens
- How do we make the greens faster? Do we need to make the greens faster?
- Practical tools for your Golf Course Greens Committee

The session includes the presentation of data taken from more than 3,000 greens across the UK, showing how greens are performing in relation to speed, firmness, moisture, smoothness and trueness and organic matter levels.

Presented by Paul Woodham, Senior Agronomist and colleagues, STRI.

Cost: £50.00 + VAT (including lunch)

This event is not included in the Continue to Learn booking "Bundles"

PARTNER EVENTS - WED 21 JANUARY 2015



Presented by the Golf Club Manager's Association

9.30 am – 10.30 am

PENSIONS

This session will look at pensions and what every club needs to know. It will address registration and obligations that the club has for its Staff.

An essential exchange of information to help the Golf Club Manager through a minefield of red tape.

Presented by Fairstone & Moneygate.

10.30 am – 11.00 am Coffee

11.00 am – 11.30 am

VAT AND DUTY SAVINGS

Paul Stewart, Indirect Tax Director for KPMG, specialises in advising businesses with regard to VAT both in terms of compliance with the law and opportunities.

He will give an update on the Bridport & West Dorset VAT case that has been in the spotlight for several years. Paul has led KPMG's input into this case since its inception in 2008 so his insight is un-apparalled.

In addition, Paul will talk about the potential for Proprietary Clubs to secure a reduced rate of VAT.

Presented by Paul Stewart, Lead Indirect Tax Director, KPMG.



11.30 am – 12.30 pm

MISSED REVENUE OPPORTUNITIES

The Clubhouse Food & Beverage operation and Membership Services are two areas where Clubs need to focus attention to help increase income and actively drive customer satisfaction.

Club59 offer an insight on how to effectively measure and pro-actively manage these areas. Current and relevant market research supported with suggestions on how to ensure your visitors and membership are content make this session unmissable.

Presented by Simon Wordsworth, Chief Executive, Fellow of the PGA, R&A Qualified Referee.

Cost - £35.00 + VAT

Special Offer - £60.00 + VAT for two delegates from the same golf club

This event is not included in the Continue to Learn booking "Bundles"

EDUCATION CREDITS AND CERTIFICATES

CERTIFICATES OF ATTENDANCE

Each delegate will receive a BIGGA Certificate of Attendance on successful completion of the Turf Managers' Conference, Workshop or Focus On Session and you can also request a Certificate of Attendance for Seminars and Partner Events. These can be used as evidence to claim BIGGA Continuing Professional Development credits and Master Greenkeeper Certificate credits.

BIGGA CONTINUING PROFESSIONAL DEVELOPMENT



Two-Day Workshop - 12 CPD Credits

One-Day Workshop - 6 CPD Credits

Three-Hour Session - 3 CPD Credits

Two-Hour Session - 2 CPD Credit

Up to One-Hour Seminar - 1 CPD Credits

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 Hall B.

MASTER GREENKEEPER CERTIFICATE



Master Greenkeeper Certificate credits are available for the Turf Managers' Conference, Workshops, Focus On sessions, Seminars and Partner 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 Hall B.

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 Hall B.

BOOKING TERMS AND CONDITIONS

Payment must be received by Friday 9 January 2015.

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 9 January 2015, whichever is earlier. No invoices will be issued after 19 December 2014. 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 2014 will be refunded in full, less a cancellation fee of £35. No refunds will be given for cancellations received after 19 December 2014.

CONTINUE TO LEARN BOOKING “BUNDLES”



To help make training budgets stretch further and to provide greater flexibility, we have introduced Continue to Learn booking “Bundles”. These Bundles provide a discount when booking multiple education events and are only available to BIGGA Members.

The Bundles are offered in units of hours: 18, 24 and 33 hours. All of the eligible education events have an hour value listed in this brochure and on the booking form.

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

Multiple bundles may be purchased. Bundles cannot be used for Partner events.

Continue to Learn 18 hour Bundle = £295 + VAT
Continue to Learn 24 hour Bundle = £380 + VAT
Continue to Learn 33 hour Bundle = £500 + VAT

e.g. Buy an 18 hour Bundle for £295 and you could save £30 if you attended:

- Mathematics for Modern Greenkeeping (6 hours)
- Turf Managers' Conference (6 hours)
- Noise and Vibration Measurement Control (2 hours)
- Water Disassembled (2 hours)
- Managing Difficult Situations (2 hours)



HOW TO GET TO HARROGATE

PLAN YOUR VISIT TO HARROGATE

ACCOMMODATION

Reservation Highway is the officially appointed accommodation agent for BTME providing a centralised point of contact for all your accommodation and travel enquiries. By visiting the accommodation link shown on the BTME website you can gain instant access to all the specially negotiated accommodation rates.

All the rates shown are what you will pay, with no hidden extras. In addition to special nightly rates, Reservation Highway also offers special deals such as three night specials, Advance Purchase and Early bird rates.

Reservation Highway +44 (0)1423525577

Alternatively contact Harrogate Tourist Information Office on +44 (0)845 389 3223.

Travel

By car

- From M1 or M62 - exit at Leeds and take the A61 to Harrogate.
- From the South A1(M) - exit at Wetherby and take the A661 to Harrogate
- From the North A1(M) - exit at junction 45 and take the A59 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.

By rail

For information on rail travel to Harrogate visit www.thetrainline.com or www.eastcoast.co.uk. The nearest mainline stations are Leeds (30 minute connection to Harrogate) and York (40 minute connection to Harrogate).

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 www.lbia.co.uk and www.bus2jet.com.

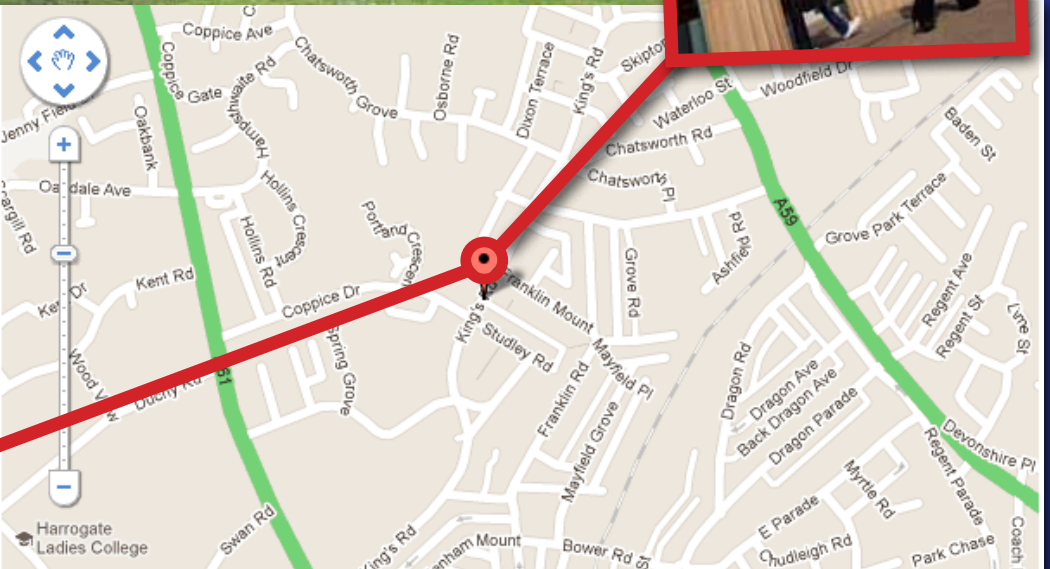
Manchester International Airport is 75 miles from Harrogate. Good public transport links are available 24 hours a day offering services to Harrogate via Leeds or York. Visit www.manairport.co.uk for further information.

By coach

National Express is the UK's largest scheduled coach network going to around 1000 destinations throughout the UK, from Aberdeen in the north of Scotland to Penzance on the tip of Cornwall. Visit www.nationalexpress.com for further information.



BTME INCORPORATING CONTINUE TO LEARN



BIGGA TURF MANAGEMENT EXHIBITION



TUESDAY 20 to THURSDAY 22 JANUARY 2015



The BIGGA Turf Management Exhibition (BTME) is Europe's leading showcase for turf professionals and buyers, and BTME 2015 will feature over 100 exhibitors showcasing the latest products and innovations plus unrivalled networking opportunities.

Last year's exhibition saw nearly 9,000 turf managers, golf club owners, managers, contractors, landscapers and industry decision-makers pack into the Harrogate International Centre.

The exhibition covers everything from artificial grass to course furniture, irrigation to fertilisers - for more on who's at the show please click on 'Exhibitor List' on our dedicated BTME website (btme.org.uk). Artificial turf manufacturers, mower manufacturers and seed providers mix with colleges and other education providers during three days which kickstart the industry's new year.

It's also the place to be for unrivalled networking opportunities as turf managers from across the UK, Europe and the world, from every facility imaginable, mingle in Harrogate.

Simply - a visit to BTME makes you a better turf manager.

Opening times for BTME 2015...
Tuesday 20 January 9am - 5pm
Wednesday 21 January 9am - 5pm
Thursday 22 January 9am - 4pm

QUICK GUIDE

Sunday 18 January 2015

09.30-17.30	Partner	An Introduction to Managing the Golf Club (Day 1)
09.30-17.30	Workshop	Turfgrasses, Soils and Fertilisers (Day 1)
09.30-17.30	Workshop	Managing Health and Safety
09.30-17.30	Workshop	Adjusting Cutting Units and Aftercut Appearance
09.30-17.30	Workshop	Mathematics for Modern Greenkeepers
09.30-17.30	Workshop	Renovating Your Golf Course
09.30-17.30	Workshop	Change the Grass Composition of Your Greens
09.30-17.30	Workshop	Top 5 (+1) Fertility Topics
09.30-13.00	Workshop	Managing Conflict and Courageous Conversations
09.30-13.00	Workshop	Affordable Bunkers
09.30-13.00	Workshop	Practical Calibration Clinic (1)
14.00-17.30	Workshop	How to Increase Your Ability to Influence Others Effectively
14.00-17.30	Workshop	Drainage: Designs and Installation
14.00-17.30	Workshop	Practical Calibration Clinic (2)

Monday 19 January 2015

09.00-17.00	Partner	An Introduction to Managing the Golf Club (Day 2)
09.00-17.00	Workshop	Turfgrasses, Soils and Fertilisers (Day 2)
09.00-17.00	Conference	Turf Managers' Conference
09.00-17.00	Workshop	Basic Golf Mechanics
09.00-17.00	Workshop	Budget Building for Golf Course Management
09.00-17.00	Workshop	Managing People: How to Motivate Your Staff and Maintain Good Morale
09.00-17.00	Workshop	Irrigation System Design and Auditing
09.00-13.00	Partner	TOCA - Turf and Ornamental Communicators Association
09.30-12.00	Partner	The GTC - Getting Your Bunkering Right
09.00-12.30	Workshop	Protected Species and Habitat Considerations for Bumblebees and Butterflies
09.00-12.30	Workshop	What's in a Soil Analysis
13.30-17.00	Workshop	Ecology and the Business Working Together
13.30-17.00	Workshop	Grass Identification
13.30-16.00	Partner	The GTC - Making Your Golf Course Safe!

Tuesday 20 January 2015

09.00-17.30	Partner	An Introduction to Managing the Golf Club (Day 3)
09.15-12.15	Focus On	The Dr and The Super: The Art and Science of Golf Course Management
09.15-12.15	Focus On	An Introduction to Microsoft Project
09.20-10.20	Seminar	Developing Best Practice Guidelines for Fertiliser Use on Fine Turf
09.25-11.25	Focus On	Noise and Vibration Measurement and Control
09.25-11.25	Focus On	My Personal Career Benchmark
10.00-13.30	Partner	STRI - How to Make Your Greens Perform Better
10.15-10.45	Seminar	Design and Manufacture of Turf Maintenance Equipment for the Golf Industry

CONTINUE TO LEARN 2014

10.35-11.35	Seminar	Staging The Open Championship
11.00-11.30	Seminar	Which Bentgrass Where?
11.50-12.50	Seminar	BIGGA – A Tool for Career Development
12.00-12.30	Seminar	Stress Busting
12.10-14.10	Focus On	What is a Course Management Policy Document and Who Needs One Anyway?
12.45-13.15	Seminar	Life in the Soil, Bacteria, Fungi and Other Research
13.00-16.00	Focus On	Woodland and Habitat Management
13.00-16.00	Focus On	Advanced Microsoft Project
13.20-14.20	Seminar	The Equality Act 2010 – Disability Access
13.30-14.00	Seminar	Liquid Gypsum, Back to the Future
14.15-14.45	Seminar	From Real Madrid to Your Course
14.35-15.35	Seminar	BCSR, MLSN and Sufficiency
14.45-16.45	Focus On	Water Disassembled
14.45-16.45	Focus On	The Word Budget is Boring, but Planning and Spending is Fun!
15.00-15.30	Seminar	The Benefits of Combining Nutritional Products with Herbicides and Fungicides
16.00-16.30	Seminar	Disease Control Inside Out – A New Insight into Fungicide Activity and Timing

Wednesday 21 January 2015

09.15-12.15	Focus On	Master Greenkeeper Certificate - Stages 1 & 2
09.15-12.15	Focus On	Excel - Essential Calculations for Greenkeepers
09.20-10.20	Seminar	Fairway Renovation While in Play
09.25-11.25	Focus On	Assertiveness
09.25-11.25	Focus On	Man This is Management
09.30-12.30	Partner	GCMA Seminars
10.15-10.45	Seminar	The Importance of Oxygen
10.35-11.35	Seminar	Managing Fairy Rings on Golf Courses
11.00-11.30	Seminar	Applied Fertilizers – A Cause for Confusion?
11.50-12.50	Seminar	Turning the Turf Management Dials
12.00-12.30	Seminar	Microdochium Management - An Update
12.10-14.10	Focus On	Managing Difficult Situations
12.45-13.15	Seminar	Using Ryegrass on a Golf Course
13.00-16.00	Focus On	Master Greenkeeper Certificate – Stage 3
13.00-16.00	Focus On	More Excel For Greenkeepers
13.20-14.20	Seminar	Know Your Employment Rights!
13.30-14.00	Seminar	Renovating Your Irrigation System
14.15-14.45	Seminar	Development of a Fine Fescue Fairway Program – Plant Health, Sward Resilience and Nutrient Availability
14.35-15.35	Seminar	The Ryder Cup – The Journey Continues
14.45-16.45	Focus On	So You Want to be Promoted?
14.45-16.45	Focus On	Getting the Course Manager's Job
15.00-15.30	Seminar	Wetting Agents: Chemistry, Function and Performance
16.00-16.30	Seminar	Innovative Solutions for Integrated Disease Management
17.15-18.15	Meeting	BIGGA AGM

Funding your future

BIGGA would like to acknowledge the support of the BIGGA Partners and Supporters of the Learning and Development Fund whose contribution during 2014 has enabled it to subsidise Continue to Learn at BTME 2015 and to maintain its policy of providing the Seminar Programme free of charge. 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.



Individual Contributors: Steven Tierney MG, Chris Lomas MG, Andrew Campbell MG CGCS, W J Rogers, Sam Langrick, Espen Bergmann, Nick Gray, Steve Dixon, Richard McGlynn, Douglas Duguid, Jaey Goodchild, Michael Beaton, David Barker, Greg Evans, Frank Newberry

