

Supported by:



Book Early
To avoid disappointment

Continue to learn

2012

at Harrogate Week

Sunday 22 to Thursday 26 **January 2012**
Harrogate International Centre, North Yorkshire, UK

Your guide to **education and events** at Harrogate Week



Opening Times

Sunday 22 January

Continue to Learn Registration
10.00 am – 10.30 am
Continue to Learn Workshops
10.30 am – 6.00 pm

Monday 23 January

Continue to Learn Registration
8.30 am – 9.00 am
Continue to Learn Workshops
9.00 am – 5.00 pm
Turf Managers' Conference
9.00 am - 5.00 pm

Tuesday 24 January

Exhibition
9.00 am – 5.00 pm
Continue to Learn Education Programme
9.00 am – 5.00 pm

Wednesday 25 January

Exhibition
9.00 am – 5.00 pm
Continue to Learn Education Programme
9.00 am – 5.00 pm

Thursday 26 January

Exhibition
9.00 am – 4.00 pm
Continue to Learn Education Programme
9.00 am – 1.45 pm

Contents

- 4 Essential Information**
- 5 Turf Managers' Conference**
Monday 23 January 2012
- 8 Three Day Workshop**
Sunday 22, Monday 23 and
Tuesday 24 January 2012
- 9 Two Day Workshops**
Sunday 22 & Monday 23 January 2012
- 13 One Day Workshops**
Sunday 22 & Monday 23 January 2012
- 17 Seminars & Workshops**
Tuesday 24 January 2012
- 23 Seminars & Workshops**
Wednesday 25 January 2012
- 31 Exhibition**



Welcome to Continue to Learn at Harrogate Week 2012

Continuing Professional Development (CPD) is at the heart of BIGGA's ethos. It is widely recognised that CPD is a vital component in enhancing the reputation of greenkeepers and the greenkeeping profession.

The skills that are required to meet the demands of the business are continually evolving and this was kept firmly in mind in the development of this year's education programme. Following the overwhelming success of the 2011 education programme, attendee feedback has been used to build the 2012 offering so that it continues to be relevant to the needs of those attending.

The programme comprises one, two and three day workshops, a conference and seminars presented by a combination of course managers, industry specialists and companies exhibiting at the BTME exhibition.

The Turf Managers' Conference makes its return and features presentations from Dr Frank Rossi from Cornell University and Lesley Wood, a Social Media specialist. New workshops include Successful Project Management and Essential IT Business Administration for Greenkeepers. Course Managers' from across the UK will also be presenting seminars on tournament preparation, winter kill and construction projects.

We look forward to receiving your bookings and welcoming you to Continue to Learn 2012.

Sami Collins
Head of Learning & Development
BIGGA

Jim Croxton
Chief Executive Officer
BIGGA



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)**

Continue to Learn Registration

The Continue to Learn Education Programme will be presented each day in the Queen's Suite of Harrogate International Centre.

Delegates booked on to the workshops being held on Sunday 22 and Monday 23 January must register at the BIGGA Desk in the Queen's Suite to collect their badge and delegate pack before proceeding into their selected workshop.

Access to the Queen's Suite on Sunday 22 and Monday 23 January will be from King's Road, via the Springfield House entrance. Access on Tuesday 24, Wednesday 25 and Thursday 26 January will be via the Exhibition Halls B or C, follow signs for the Queen's Suite.



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:

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



Turf Managers' Conference

Monday 23 January 2012





9.00 am – 10.00 am

Identifying and Managing Plant Parasitic Nematode Problems in Turfgrass

Plant parasitic nematodes can result in serious problems for the management of golf turf. This seminar will examine the symptoms normally associated with plant parasitic nematode attack and highlight ways to identify the problem if present. The recent loss of many traditional nematicides/pesticides has led to an interest in alternative methods for managing these pests and this session will examine some of the newly developed methods for reducing the impact of plant parasitic nematodes in turfgrass.

Presented by Dr Colin Fleming, Plant Pathologist, Agri-Food and Biosciences Institute

10.00 am – 11.00 am

Golf Course Photography - The Job, Purpose and Challenges

This session will offer an examination of the various purposes of golf course photography, experiences from around the world and the impact that greenkeepers can have on the success of a shoot.

Presented by Iain Lowe, Golf Course Photographer, Iain Lowe Photography



11.00 am – 11.30 am Break

11.30 am – 12.30 pm

The Effects of Climate Change and Climate Phenomenon on Greenkeeping Practices

In this session Mark will look at the effects of climate change and climate phenomenon on modern greenkeeping practices including growth patterns, aeration and disease management.

Presented by Mark Hunt, Technical Director, Headland Amenity

12.30 pm – 1.30 pm Lunch

1.30 pm – 2.30 pm

Employee Engagement

This session will identify what employee engagement actually means, why successful companies bother to invest time and energy into it and will also share tips and techniques from companies who do it well. Helen will share some of her thoughts and ideas for staff engagement in greenkeeping teams.

Presented by Helen Bennett, Managing Director, Human Reality

2.30 pm – 3.00 pm Break

3.00 pm – 4.00 pm

The Power of Social Media for Your Golf Club

This session will offer hints and tips on how social media could help your golf club attract more business. Offering a general introduction to social media, the evolution of marketing and consumer buying habits.

Presented by Lesley Wood, Principal Consultant, Targeting Innovation Ltd



4.00 pm – 5.00 pm

Practically Sustainable Golf Turf Management

This session will address practical aspects of sustainable golf turf management with emphasis on climate change, carbon economy and easy to implement management practices that demonstrate your courses commitment to sustainability.



Presented by Frank Rossi, Ph.D., Professor, Cornell University



Cost of Turf Managers' Conference:

Member (including Lunch) - £99.00 + VAT

Non Member (including Lunch) - £195.00 + VAT



Photography by Lynsey Hutchinson

Foundation Award (Amenity Horticulture) Turf and Borders

New
for
2012

- Integrated disease management
- Integrated pest management
- Integrated weed management
- Environmental protection from pesticides

Course Managers and Greenkeepers require a knowledge of professional pesticides, including how they work and how to obtain optimal efficacy while ensuring the environment is protected. This course looks to improve the knowledge of legislation surrounding pesticides, their storage and application, pest, weed and disease control in turf and borders and disposal of pesticides.

A Foundation Award may also be used as a first step for Advisors or technical staff new to the Amenity market in preparation for the BASIS Certificate for Field, Sales and Technical Staff in Amenity Horticulture.

Learning outcomes:

- Best practice for pesticide storage, use and disposal
- Best practice for pesticide application

Presented by Ruth Mann, Head of Turfgrass Protection, STRI in conjunction with Sherriff Amenity.

Cost: Please telephone BIGGA to apply for this Workshop on 01347 833800 (option 3).



Two Day Workshops

Sunday 22 January 2012
Monday 23 January 2012





Irrigation System Management and Design

Extended for 2012

With the ever-pressing demands on water resources the practical design sessions will take into account the very real issues of water conservation through sprinkler selection and control.

This two-day workshop will provide an understanding of irrigation system design to enable informed and accurate decisions to be made when managing, adding to, or upgrading your golf course irrigation system.

Day one will focus on theory and worked examples while on day two delegates will work in

small groups on a practical exercise to design a simple 9 hole golf course irrigation system. Delegates are requested to bring calculators.

Learning outcomes:

- Sprinkler selection and why
- Sprinkler precipitation rate and run time calculations
- Water quantity calculations
- Pipe sizing calculations and selection of pipe
- Pumping duty calculations
- Control system selection

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

So You Want to be a Golf Course Manager

Extended for 2012

Returning for a second year and extended to two days, this workshop is aimed at preparing greenkeeping staff currently in the 'number 2' role for the step up to 'number 1'. The move to Course Manager is a major career step, and this interactive workshop is based on six key development issues that will help facilitate that step:

1. History – Traditional v Modern Techniques - What are the best methods for today?
2. Private v Proprietary - Where are my skills best placed? - Organisational and operational golf industry sector variances the skill sets you need
3. Making a good account of yourself - Administration, accounting, record keeping, man management – keeping concise and efficient records so you get what you want
4. Best golf course policy? – How to structure and write a 'good' Golf Course Maintenance Policy Document
5. Man this is management – managing greenkeeping staff and dealing with personnel issues
6. "You're Hired" Getting your first Course Managers job

Learning outcomes:

- Establish where you're at - an evaluation of the technical knowledge that you will need
- Gain a knowledge of all sides of the golf club industry, their expectations and pressures, and establish where you are best placed for your future
- A full awareness of the operational management systems and reporting requirements of the modern Course Manager
- Construct a six point plan for establishing a golf course maintenance policy that can be integrated into your clubs/business management policy
- Learn what is coming your way in terms of staff motivation, delegation and control
- Getting yourself hired to run a golf course management operation

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

Moving into Management

This very popular two day workshop returns to the Continue to Learn programme for its sixth consecutive year. It is highly recommended for:

1. Existing supervisors who have not yet been trained in supervisory/management skills
2. Those who are stepping up to the roles of supervisor for the first time
3. Those who aspire to be supervisors

The workshop looks at how you can become a successful manager or supervisor in the 21st century. This highly interactive and very practical course will raise your awareness and give you confidence.

Learning outcomes:

- How to be more confident in difficult situations
- How to take charge for the first time
- How to maintain discipline at work
- How to build a work team
- How to appraise individual performance
- How to improve the work team's performance
- How to motivate individuals, especially former workmates

Presented by Frank Newberry, Managing Consultant, Frank Newberry Seminars.

Cost of two day workshops:

Member (including Lunch) - £199.00 + VAT
 Non Member (including Lunch) - £285.00 + VAT





Photography by Graeme Roberts, 6th Hole at Hankley Common GC



One Day Workshops

Sunday 22 January 2012
Monday 23 January 2012



Progressive Cultural Management Programs

New
for
2012

This seminar will focus on our latest research regarding resource efficient golf turf management mowing, fertilisation, cultivation, and pest management programmes.

The goal of this workshop is to challenge conventional thinking about current cultural management practices with an eye on improved efficiency.



Presented by Frank Rossi, Ph.D., Professor, Cornell University



Basic Budgeting and Golf Club Finance

In this workshop, delegates will be able to better understand golf club accounting and budgeting principles, in laymans terms, and delivered in a relaxed and informal style.

Learning outcomes:

- The principles and methods that underpin effective budgetary control
- Produce a budget forecast and apply resource planning techniques
- Control costs
- Track expenditure with monthly expense reports and manage a delegated budget
- Appreciate the importance of keeping accurate records of past expenditure for future analysis
- Use effective methods of communicating an case for expenditure

Presented by Jerry Kilby CCM, CEO, Club Managers' Association of Europe and Kevin Fish CCM, Chairman, Education Policy Board, Club Managers' Association of Europe.

How to Be An Outstanding Manager – Part 3: Performance Management; How to Get It Right

New
for
2012

Performance Management can be a challenging part of any manager's role. How do you develop and appraise people in such a way as to leave them feeling motivated, engaged and keen to improve their performance? How can you encourage your staff to take more ownership and accountability for their performance and development, and what's the most effective way to manage underperformance?

As with all the sessions in the Outstanding Manager programme, this workshop shares some of the most up to date psychology behind what makes people perform at their best, (including yourself!) and more importantly, gives you lots of practical techniques and tools you can use the moment you get back with your team.

These workshops challenge your thinking, are highly participative and encourage action takers!

Learning Outcomes:

- Why bother with performance management? Learn why so many organisations get it wrong, and what the benefits are if you get it right
- Assess and identify talent in yourself and others in a way, which is far more conducive to future learning and development
- How your management style can either help or hinder your staff's performance - and why you get the team you deserve!
- Learn the manager's secret weapon - more effective than money for eliciting better performance from your staff
- How to manage underperformance. Seven things you need to check before you have a conversation with your employee
- Giving and receiving positive and negative feedback - confidently! How to get it right - and the traps to avoid



This workshop is accredited by the Institute of Training and Occupational Learning (ITOL), you will therefore be eligible to receive an internationally recognised certificate showing your commitment to your own personal development. (ITOL Certificates are £20).

The Outstanding Manager series can be attended in any order. The one day 'How to be An Outstanding Manager – Part 1' workshop being held on Monday 23 January is recommended as part of the Outstanding Manager series.

Presented by Shona Garner, Director, Shona Garner Coaching Services.

Pesticides Update for NPTC Certificate Holders

The possession of a City and Guilds/NPTC Pesticides Certificate that is more than five years old may not be accepted as evidence of competence unless the holder has updated his/

her skills and knowledge and kept pace with the many changes in this important legislation, the Code of Practice, application equipment and techniques for the control of pests and diseases.

Learning outcomes:

- Update knowledge of the Plant Protection Products Regulations
- Update on the 2007 Code of Practice
- Review the COSHH and REACH Regulations as they apply to using pesticides
- Update knowledge on changes to nozzle technology and applicator specifications
- Review and update calibration, reduced volume application
- Review and update environmental legislation - LERAPS, buffer zones and risk assessments

Presented by Jon Allbutt, Principal Consultant, Jon Allbutt Associates.

Cost of one day workshop:

Member (including Lunch) - £99.00 + VAT
Non Member (including Lunch) - £195.00 + VAT

Also
on
Monday

Essential IT Business Administration for Greenkeepers

New for 2012

Learn how to present your work in a more professional manner, with specific emphasis on greenkeeping, sportsturf management needs. Create reports, policy documents, presentations and look after your computer's housekeeping needs. This workshop includes an overview of the main Microsoft Office packages - Outlook, Excel, Word, Powerpoint.

Learning outcomes:

- IT Basics - file management, document storage and security
- Safe email and effective internet use
- Microsoft Excel basics
- Creating professional documents in MS Word
- Developing a presentation in MS Powerpoint
- Receive a CD with standard templates

Presented by Jacky Lowe, IT Trainer, Training Gem.

How to be An Outstanding Manager – Part 1: Setting and Managing Expectations

Part of a 5 day programme, this workshop helps managers with what is probably the most challenging and complex part of their role - getting the best out of their people.

This programme is specifically designed to give managers some really practical techniques, skills and ideas so they can more effectively inspire, motivate and influence not only their staff, but their peers and line managers too.

Part 1 is all about YOU. How do you create a great place to work for people? A place where there is respect, hard work, creativity and a “can-do” attitude? A place where staff enjoy working and perform at their best and you’re not constantly dealing with moans, conflict or underperformance?

Learning outcomes:

- What kind of manager are you? How do you come across to others? This workshop helps you understand the power of developing your own “brand” as a manager, and how to use that “brand” to more effectively influence those you work with
- Get clear about your vision for the team: this is not just about what targets you want to hit: it’s about what behaviours and standards you expect too!
- Understand how to confidently communicate your “brand” and your vision to your team and other stakeholders, such as your line-manager
- Learn some simple techniques to help you bring your people “on-board” with your vision and to improve your delegation skills
- Identify five common mistakes managers can make which can de-rail any team spirit
- Develop a personal action plan you can take back and implement straight away

This workshop is accredited by the Institute of Training and Occupational Learning (ITOL), you will therefore be eligible to receive an internationally recognised certificate showing your commitment to your own personal development. (ITOL Certificates are £20).

The Outstanding Manager series can be attended in any order. The one day ‘How to be An Outstanding Manager – Part 3’ workshop being held on Sunday 22nd January is recommended as part of the Outstanding Manager series.

Presented by Shona Garner, Director, Shona Garner Coaching Services.

Pesticides Update for NPTC Certificate Holders

See Page 15 for information
(Same one-day workshop)

Cost of one day workshops:

Member (including Lunch) - £99.00 + VAT
Non Member (including Lunch) - £195.00 + VAT

Seminars and Workshops

Tuesday 24 January 2012



One Day Workshop
9.15 am - 4.45 pm
Successful Project Management

New for 2012

This workshop will cover the strategies and philosophies of planning, developing and implementing projects on the golf course. It may be a small project such as bunker renovation or tee construction all the way to a total golf course remodel.

Learning outcomes:

- Learning how to sell a project
- The ability to develop appropriate timelines
- How to develop a project budget and stay within budget
- Quality control on any project
- Communicating the progress of the project
- Tying up all the loose ends at the end of a project

Presented by Bruce Williams CGCS, Owner and Principal, Bruce Williams Golf Consulting

This workshop has successfully run as part of the GCSAA's Education Programme at the Golf Industry Show for many years. Don't miss your chance to attend.

Cost:
Member (including Lunch) - £99.00 + VAT
Non Member (including Lunch) - £195.00 + VAT



Half Day Workshop
9.30 am - 12.30 pm
Budgeting in Excel

New for 2012

Improve your IT budgeting skills by attending this half day workshop. Delivering an introduction to Excel, focusing on budgeting, layout, calculations and circulation of your budget. This workshop is a must for everyone who wants to present a professional looking budget.

Presented by Jacky Lowe, IT Trainer, Training Gem.

Half Day Workshop
9.30 am - 12.30 pm
A Practical Guide to Setting Up a Social Media Presence

New for 2012

Love it or loathe it, Social Media is here to stay. This workshop offers a step by step guide to setting up a business presence through social networking websites and how to use social media as an effective business tool. Concentrating on three platforms: Facebook, Twitter and LinkedIn.

Delegates attending this workshop should bring their own laptop, have pre-registered on the platforms and/or have access to their email as well as a digital copy of their company logo and a photograph for their personal profile.

Details of how to register on the websites will be provided prior to the workshop.

Presented by Lesley Wood, Principal Consultant, Targeting Innovation Ltd.

Half Day Workshop
9.30 am - 12.30 pm
Renovating Your Course - Part One

New for 2012

The whys and the wherefores of how you keep the design of your course up to date.

Learning outcomes:

- How to assess the scope and extent of a renovation programme
- How to identify the needs and the tasks to be put in hand
- How to programme and budget
- How to communicate to the membership
- How to implement the programme
- Understanding the contractors role

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

Half Day Workshop
1.30 pm - 4.30 pm
Producing a Golf Course Policy Document

Attend this workshop to discover how a Golf Course Policy Document can help you.

Learning outcomes:

- An understanding of the principles of the development of a policy document
- How to use a document to improve course conditions
- How to improve communication within the club
- Production of a template document
- Setting parameters for staff and club officials to work within
- How to be more professional with your membership

Presented by Huw Morgan MG, Secretary/ Manager, Ashburnham Golf Club.

Half Day Workshop
1.30 pm - 4.30 pm
Renovating Your Course - Part Two

New for 2012

This workshop will look at the specifics of reviewing greens, tees and particularly bunkers, all in a natural context.

Learning outcomes:

- How to rebuild greens
- How to rebuild tees
- How to rebuild bunkers
- How to do it yourself or work within a team
- How to meet deadlines - time and financial
- Growing in

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

FREE

Cost of half day workshops:
Member (including Lunch) - £47.00 + VAT
Non Member (including Lunch) - £85.00 + VAT

Showfloor Theatre

11.50 am - 12.20 pm

Want to be an R&A Greenkeeping Scholar?

The R&A offers scholarships to greenkeepers following the path of further education at Elmwood and Myerscough Colleges.

At this session, the scholarship programme will be outlined and you will hear from a scholar who has benefitted from an award and from Myerscough College on the benefits of becoming an R&A Greenkeeping Scholar and how you can apply to become one.

Presented by Steve Isaac, Director Golf Course Management, The R&A; James Hutchinson, R&A Scholar; Dr Andy Owen, Sports Surface Specialist at Myerscough College and Dr Paul Miller, Elmwood College.

Featured Session

9.15 am – 10.15 am

FREE

The Biology and Effects of Parasitic Nematodes in Sports Turf

Historically a problem in warm season turfgrasses, plant parasitic nematodes are increasingly causing damage to sports turf in temperate regions such as the British Isles. Here we will look at the biology of plant parasitic nematodes in temperate rootzones and examine their effects on the growth and performance of cool season turfgrasses.

Dr Colin Fleming, Plant Pathologist, Agri-Food and Biosciences Institute.

10.15 am – 10.45 am

Understanding Cutting Unit Performance

FREE

Do you really know how a cutting unit works? Do you know how to optimise its performance? And the difference between BHOC and AHOC? We examine recent innovations to ensure best cut quality and to show how cutting unit adjustment is not a 'one size fits all' process.

Just as the number of new varieties of grass continues to increase, so does the range of different mower attachments and adjustments. We will demonstrate the latest tools available to check and adjust cutting units and measure cut quality, as well as showing you how to select the correct front rollers and attachments.

Presented by Howard Storey, Product Marketing Manager and Dirk Bodenstein, Product Manager, John Deere Golf.

Featured Session

10.40 am – 11.40 am

FREE

Managing Winter Kill in West of Scotland?

This session will give an insight into the devastating winter kill, on the greens at Loch Lomond, suffered in 2009/10 and will discuss the precautions taken in winter of 2010/11 to prevent similar occurrences.

Presented by David Cole, Golf Course/Estate Manager, Loch Lomond Golf Club.

11.45 am – 12.15 pm

Activated Microbial Turf Management

FREE

This session will provide an introduction to Activated Microbial Turf Management - the latest innovation in biological greenkeeping.

Focusing on the biology of turfgrass playing surfaces: turfgrass growth and soil life; biological problems caused by modern turf management: reduced photosynthesis and microbial activity and biological solutions for biological problems. This is an opportunity to understand practical ways of restoring and maintaining turfgrass and soil biology for sustainable turf management which optimises turf health by natural means and reduces chemical dependency.

Presented by Ian MacMillan MG and Andrew Turnbull, Directors, The Great Turf Company.

Featured Session

12.05 pm – 1.05 pm

FREE

Important Health, Safety and Pesticides Updates

In this seminar Jon Allbutt, Principal Consultant of Jon Allbutt Associates and colleagues, will be providing information on key aspects of health, safety and environmental legislation including changes to the Pesticides Regulations (The Sustainable Use Directive), changes to the way employers report accidents to the Incident Contact Centre under the RIDDOR Regulations, launching a new initiative by the Health and Safety Executive on Hand Arm Vibration, the issue of seat belts and Roll Over Protection Systems on golf course machinery and looking at the latest accident statistics for our sector. Leaflets and guidance will be available in this seminar and also from the BIGGA Desk in the Queen's Suite.

Presented by Jon Allbutt, Principal Consultant, Jon Allbutt Associates.

12.45 pm – 1.45 pm

The Use of Synthetic Turf in the Game of Golf

FREE

This session will focus on the use of synthetic turf in the game of Golf. With a brief history and overview relating to the benefits, uses and current technological developments. Synthetic turf is often viewed as an inferior alternative to a natural golf green. However, research and development over recent years has proven that synthetic turf can replicate the same playing characteristics as natural turf. Maintenance of synthetic turf will be discussed relating to pathways, putting greens, fringes and tees. Innovative approaches to using recycled synthetic turf from sports pitches will also be explored. Highlighting the environmental considerations the sports facility construction industry are undertaking.

Presented by Marie Cooksey, Technical and Training Manager, SAPCA.

Featured Session

1.45 pm – 2.45 pm

FREE

LinkedIn – A Masterclass

This seminar will give a detailed look at the social networking site "LinkedIn" for both personal and company use. Covering LinkedIn Groups, Answers, Recruitment, Networking and the services offered via the Upgrade Packages.

Presented by Lesley Wood, Principal Consultant, Targeting Innovation Ltd.

2.15 pm – 2.45 pm

Organic Matter - Friend or Foe?

FREE

Measuring organic matter levels is becoming very popular, almost an industry standard procedure. This information can be invaluable to greenkeepers and groundsman. However, how do we decipher between thatch and organic matter and why this is important to do so. This seminar will discuss the various differences between problematic thatch and beneficial organic matter, the problems with working to a figure, the difference between drainage and percolation rates and how you can turn the thatch to your advantage.

Presented by Paul Lowe, Technical Sales Manager, Symbio.

Featured Session

2.30 pm – 3.30 pm

FREE

Redefining IPM; Reduced Chemical Management of Golf Course Turf

This session will summarise 11 years of field research on an operating golf course focused on reducing chemical inputs of fertilisers and pesticides.

Presented by Frank Rossi Ph.D, Professor, Cornell University



Photography by Paul Hope, High Post GC, Salisbury in Wiltshire

FREE

3.00 pm – 4.00 pm

FREE

Perceptions in Greens Management – What’s Most Important? You Decide

This session focusing on factors affecting putting greens quality, smoothness and consistency will be entirely based on attendee feedback.

Innovative “voting buttons” will be handed out at the beginning of the session and attendees get to vote their opinions as we discuss various cultural and maintenance practices that affect people’s perceptions on putting greens quality.

Is it smoothness? Is it consistent speed? Is it visual appearance? You decide.

Results are shown on the screen as you and your peers question, challenge and discuss the factors that affect putting greens quality. Recent research undertaken by Jacobsen will be the basis of this session.

Presented by Richard Comely, Director of Product and Marketing, Ransomes Jacobsen.

3.45 pm – 4.15 pm

Tier 4 – How Will it Affect You?

Tier 4A emissions regulations became a legal requirement in 2011 for medium and heavy duty engines above 174hp. In January 2012, these same regulations will come into force for engines ranging from 70hp – 175hp.

As the Clean Energy Leader, New Holland has been pioneering the use of biodiesel in agricultural machinery since 2006. The brand developed the award winning NH2™ tractor - the first to use hydrogen fuel cells - and the Energy Independent Farm concept, exploring ways to enable farmers to reach zero emissions and energy independence in the future.

With local authorities and businesses all aiming to lower carbon emissions, New Holland’s innovative products provide cost-effective sustainable solutions. This seminar will provide an informative session on the forthcoming regulations and how groundcare professionals can tackle the requirements.

Presented by Steven Basnett, Groundcare Product Specialist, New Holland Agriculture.



Seminars and Workshops

Wednesday 25 January 2012





Golf Club Management – Ready for 2012?

Presented by the Golf Club Manager's Association

9.30 am – 10.00 am What Next for 2012?

Keith Lloyd, Chief Executive of the GCMA will provide a summary of the latest trends and challenges as we enter 2012.

10.00 am – 10.45 am Don't Be Caught Short!

The experiences of St Ives GC will demonstrate how some measures can help to secure year-round water supply and help to keep costs down. Both the GC Manager and Course Manager will share their experiences with their recent project on introducing a fresh approach to becoming more self sufficient in water supply and how their contributions have benefitted the GC and its members.

Presented by Mike Kjenstad, Manager and Phillip Gates MG, Course Manager, St Ives Golf Club (Cambs).

11.00 am – 11.45 am The 3R's of Membership - Recruitment, Retention and Rave Reviews (part 1)

Greg will get down to the nitty gritty of how to provide an excellent golf experience that does not cost the earth.

'Greg Evans has my highest recommendation ... His knowledge of the game, together with his technical know-how, combine to give him

a unique position in the industry. I would go as far as to say the green surfaces he has produced are some of the best greens I have ever putted on'. Peter McEvoy OBE, Chairman of the R&A Selection Committee

Presented by Greg Evans MG, Course Manager, Ealing Golf Club

11.45 am – 12.40 pm The 3R's of Membership - Recruitment, Retention and Rave Reviews (part 2)

Frank will focus on maximising the quality of the customer relationship and, as a result, the club's revenue earning potential. He believes that these improvements can be achieved in most cases with the same budgets and the same staff.

'I have just returned from my first conference and had the pleasure of listening to your wonderful sessions. The one on understanding how customers perceive us was nothing short of superb'. Cameron Renton, Marriott Dalmahoy Hotel.

Both Greg and Frank aim to send you away with down to earth ideas and proven practices that will benefit you and your club.

Presented by Frank Newberry, Management Trainer

12.40 – 1.00 pm Open Forum With The Panel

Chaired by Keith Lloyd, Chief Executive, GCMA

Cost - £30.00 + VAT
Special Offer - £50.00 + VAT for two delegates from the same golf club



New for 2012

Half Day Workshop 9.30 am – 12.30 pm

Managing Parkland, Heathland and Links Golf Courses - an Ecological Perspective

This workshop will cover best practice management of Links, Parkland and Heathland courses and will deal both with habitat and species considerations alongside ensuring optimal management for golf. The workshop will use case studies and will be an informal and interactive overview of when and how to manage for environmental quality alongside the playing of the game.

Learning outcomes:

- to understand legal obligations and constraints
- to understand when and how to manage
- to recognise need as opposed to none intervention
- to understand processes aimed at delivering ecological quality
- to understand how to increase wildlife value without conflicting with the game

Presented by Bob Taylor, Ecology and Environment Manager, STRI.

Cost:
Member - £47.00 + VAT
Non Member - £85.00 + VAT

Half Day Workshop 9.30 am – 12.30 pm

The Rules of Golf and Course Set-up for PGA events



© PGA is a registered trademark of The Professional Golfers' Association Limited

This workshop will highlight key areas of the Rules of Golf, overall course set up programmes for PGA administered events and how the Rules of Golf impact upon this.

Learning outcomes:

- A basic understanding of how the Rules of Golf are written
- An understanding of how the PGA teaches the Rules of Golf
- How the Rules of Golf have an impact on year long course preparation
- The PGA approach to course preparation in the run up to an event
- How and why the PGA set up the course for play
- How the Rules of Golf have an impact on course design

Presented by members of the Tournaments Team from The PGA.

Cost:
Member - £47.00 + VAT
Non Member - £85.00 + VAT

Half Day Workshop
1.30 pm – 4.30 pm
Master Greenkeeper
Certificate Workshop



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

Learning outcomes:

- Logistics of the MG System
- Requirements for the Golf Course Assessment
- 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 for prospective candidates to ask questions about the examinations

Presented by Kerran Daly MG, Course Manager, Wortley GC; Les Howkins MG, Course Manager, The Richmond Golf Club and Lee Strutt MG, AGS, Golf Course Manager, gWest.

This event is free of charge, but MUST be pre-booked.

Half Day Workshop
1.30 pm – 4.30 pm
Compost Teas –
Provide Healthy
Rootzones for Healthy Grass



Compost teas are the most cost effective way of providing the diverse biology needed in a sports turf rootzone to grow strong, disease resistant perennial grasses with the minimum

fertiliser and fungicide inputs. The workshop will show how to make and apply compost teas, and advise on complementary nutrition and management practices to develop healthy rootzones that grow strong, disease resistant fescue, bent and rye grasses

Learning outcomes:

- Understand the importance of combining good biology, chemistry and physics for good grass management
- How to grow and apply beneficial bacteria, fungi, protozoa and nematodes in compost teas
- Understanding the biology required to grow perennial grasses and reduce poa annua
- How to develop the three main natural defence mechanisms against turf grass diseases
- Cost savings in physical works and chemical applications to be made by harnessing natural growth processes
- How best to combine inorganic fertilisers with soil biology and organic nutrients to extend the growing season and produce excellent playing surfaces

Presented by Martin Ward, Managing Director, Symbio.

Cost:
 Member - £47.00 + VAT
 Non Member - £85.00 + VAT

Short Workshop
2.00 pm – 4.00 pm
Writing an
Environmental Policy Document



This workshop will demonstrate and enable the writing of an Environmental Policy Document. It will address the aim, the objectives and the key criteria for consideration and will also look at issues that can differentiate the golf club from others so providing longer term sustainability.

Learning Outcomes:

- To enable the writing of an Environmental Policy Document
- To give confidence to producing a policy document for the club by understanding the processes involved and the key elements that would form part of the document
- To understand the key environmental issues and how these can be addressed without conflicting on the game
- To research, utilise and understand relevant data and information
- To understand the purpose of the plan and the element that differentiate it from the management plan
- To work effectively and efficiently through the production stages

Presented by Richard Stuttard, Ecology and Environment Consultant, STRI

Cost:
 Member - £32.00 + VAT
 Non Member - £75.00 + VAT

9.40 am – 10.10 am
Achieving Smooth
Golf Greens



The smoothness of golf greens is a key factor affecting golf green quality and speed. This presentation will provide an overview of the factors affecting the smoothness of golf greens and the methods that can be deployed by greenkeepers to achieve such surfaces for play. There will be a look at some more recent developments in technology that can assist greenkeepers in maintaining smooth greens.

Presented by Stewart Brown, Assistant Head – Greenspace and Creative Design, Myerscough College.

Featured Session

9.45 am – 10.45 am

Being a Professional
and Living It



This presentation will cover areas that go beyond agronomics and show the many leadership skills and traits that make the best greenkeepers successful.

Presented by Bruce Williams CGCS, Owner and Principal, Bruce Williams Golf Consulting.

10.25 am – 10.55 am

The Ultimate
Renovation Package



Can one renovation per year be enough? The answer is yes! Come and see STRI trial work to see how to remove and replace 20 - 30% of the surface in one renovation for firmer, faster greens.

Presented by Dr Ruth Mann, Head of Turfgrass Protection on behalf of R & K Kensett Ltd.

Featured Session

11.00 am – 12.00 Noon

The Control of
Earthworms on Golf Courses



The pesticide chlordane was highly effective at controlling earthworms. Since its ban in 1992, earthworm casting has become a serious problem in close-mown sports turf. In this talk I will answer the following questions:

- Which earthworm species are pests on UK golf courses?
- What chemicals are currently approved for use in earthworm control in the UK?
- How effective are these chemicals?
- Are there any cultural methods that are effective at reducing earthworm numbers?

Presented by Dr David Jones, Research Scientist, The Natural History Museum, London.

11.10 am - 11.40 am
BASIS Contribution
for the Future of the
Amenity Industry

FREE

Taking a look at how BASIS are involved in the Amenity Industry. This session will focus on the impact of new legislation on the Amenity Industry, the sustainable use directive (SUD), the importance of CPD and the professional register.

Presented by Paul Singleton, Consultant to BASIS and Stephen Jacob, Sherriff Amenity.

11.55 am – 12.25 pm
Sportcrete Seminar

FREE

This session will be presented by Sportcrete. Please check the Education page on the Harrogate Week website for further information.

Showfloor Theatre
12.00 Noon – 12.30 pm
Managing the Business of
Sustainability

FREE

The R&A's golf course website provides information on how to develop and manage courses that provide a value for money playing experience, that are economically viable, that demonstrate environmental stewardship and that contribute positively to society. It is targeted at the decision makers at golf facilities with the executive power to initiate and drive change. Learn how The R&A can help your business and discover the latest on the annual auditing tool developed to show how your course pays its way and the financial contribution your greenkeeping team bring to the business.

Presented by Steve Isaac, Director Golf Course Management and Philip Russell, Assistant to the Director, The R&A.

Showfloor Theatre
12.50 pm – 1.20 pm
GEO Certified™ - Making Your
Sustainability Efforts Easier,
More Credible and More Visible

FREE

GEO Certified™ is the most streamlined, credible and productive eco-label in golf. Empowering you and colleagues to take sustainability to the heart of golf course and facility management. Rewarding you for commitment, achievements and continual improvement. Bringing real benefits every step of the way.

Find out how the programme works, and what it can do for your performance, profile and profit.

Presented by Jonathan Smith, CEO, Golf Environment Organisation.

Featured Session
1.00 pm – 2.00 pm
Let's Re-build 20 Greens in 10
Days – Mission Impossible?

FREE

Attend this session to find out how this challenging assignment was met at Queenwood Golf Club.

Presented by Cameron McMillan, Course Manager, Queenwood Golf Club.

1.55 pm – 2.25 pm
Charterhouse Seminar

FREE

This session will be presented by Charterhouse. Please check the Education page on the Harrogate Week website for further information.

Featured Session
2.30 pm – 3.30 pm
From Grazing to Scottish Open
Status in Five Years

FREE

This session will look at the building of a links golf course, its grow in and the journey towards the Scottish Open in 2011.

Presented by Chris Haspell, Course Manager, Castle Stuart Golf Links.

2.40 pm – 3.10 pm
A New Approach
in Wetting Agent Technology
for Enhanced Turf Health,
Consistency and Playability

FREE

Water management is an important issue for many turf managers. Climate change has brought extreme weather patterns with drier spring and summers. Changes in our climate combined with more stringent regulation of water abstraction for the purpose of irrigation has made management of quality turf increasingly challenging. As such the use of wetting agents are playing an increasingly fundamental role in turf management.

Syngenta will introduce an innovative solution to aid water management in turf. The characteristics and unique properties of its new wetting agent will be presented. It will also discuss how this new technology allows a more efficient and integrated water management approach which helps turf managers realise greater potential from their root zones.

Ultimately the goal is healthy and consistent turf. This new advance in water management will help reduce turf stress, aid water use efficiency and provide better playability.

Presented by Dr Simon Watson, EAME Technical Manager, Turf and Landscape, Syngenta.

Showfloor Theatre
2.50 pm – 3.20 pm
Multifunctional Golf Courses –
An Underutilised Resource

FREE

Multifunctional golf courses are beneficial for society and for golf. Golf courses have several roles to play in addition to providing playing surfaces for golf. Considering golf from an outsider's perspective, it can be seen that golf courses can provide a wide range of services that should be exploited, promoted and developed. During 2010, STERF carried out the project 'Multifunctional golf courses – an underutilised resource'. The project was initiated and funded by the Nordic Council of Ministers. This session is based on knowledge and experiences from the project and will inspire multifunctional activities. Information about the project can be found on sterf.golf.se

Presented by Maria Strandberg, Director of Research and Development, STERF (Scandinavian Turfgrass and Environment Research Foundation).

3.25 pm – 3.55 pm
Sustainable Golf
Course Management and
the Impact of the Cutting Unit

FREE

Can mower set up and maintenance practices contribute to sustainable golf course management? Learn how the condition of your cutting units affects the use of resources required to manage your golf course. Maintenance and sharpening practices impact both the cutting unit and also the grass plant. Supported by examples of best practice from sustainable greenkeeping around the world, this session will raise your awareness and challenge conventional thinking. For owners, managers, greenkeepers and technicians.

Presented by Stephen Bernhard, Chairman, Bernhard and Company Ltd

BIGGA Annual General Meeting

Wednesday 25 January 2012 5.15 pm



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 Springfield House entrance (on Kings Road between Halls C and Q).

Follow signs for the Queen's Suite.

**Personal Development Zone
On the BIGGA Stand in Hall C**

The Personal Development Zone returns for a third year offering help and advice on how to develop your future within the industry.

Featuring: a careers advice service for information on CV and cover letters, succeeding at interview, negotiating terms and conditions of employment. Advice will also be available to those that are recruiting staff with guidance on how to recruit and select the best candidate.

Appointments for careers advice can be pre-booked by contacting BIGGA HQ on 01347 833800.

Check out the timetable of events on the website and build in a visit to the Personal Development Zone during your visit to the exhibition.



A World of New Ideas

Showcased at Harrogate Week you'll find exhibitors conveniently brought together, including leading international names, for you to browse and buy for the coming growing season.

Up-market, mid-market, mass-market, niche-market, new products, new technology, new materials, you'll find it all at Harrogate International Centre from 24 - 26 January 2012.

- Discover the latest trends.
- Meet current suppliers and make valuable new contacts.
- Get inspiration from the largest indoor turf management and grounds care exhibition in Europe.
- Serious exhibitors mean serious business for you.
- Four halls of exhibition – showcasing 150 exhibitors.

- Revitalise your sporting venue with 1000s of products and ideas.
- Gain the competitive advantage by being the first to purchase exclusive new products launching at the show.
- Almost 155 hours of education.
- Knowledgeable trainers - improving your professional education.
- Learn from the industry experts with a free seminar schedule to help you grow your business.

100 years of Greenkeeping Associations

2012 will be the centenary of the formation of the first Greenkeeping Association and BIGGA will be recognising the occasion with a display at Harrogate Week 2012 and throughout the year in Greenkeeper International.

Exhibition

Plan your visit to Harrogate

Park & Ride

BIGGA provides a FREE 'Park and Ride' service from the Great Yorkshire Showground to Harrogate International Centre on all three days of the exhibition. The journey normally takes around 10 minutes, stopping at the train station and some of the more popular hotels on route.

From the A1M take the A59 towards Harrogate following the ring road. The "Park & Ride" will be fully signposted as you approach Harrogate.

The shuttle service will run at the following times:

Tuesday	24 Jan 2012	8.30pm to 5.30pm
Wednesday	25 Jan 2012	8.30pm to 5.30pm
Thursday	26 Jan 2012	8.30pm to 5.30pm



By Car

- From M1 or M62 - exit at Leeds and take the A61 to Harrogate.
- From the South A1(M) - exit at junction 46 and take the A661 to Harrogate
- From the North A1(M) - exit at junction 47 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 Park & Ride or Harrogate International Centre.

By Rail

Direct Train Service from London-Harrogate East Coast trains provide a direct link, from London to Harrogate. The Sunday evening northbound service will enable delegates coming to Harrogate for Conferences and Exhibitions to arrive ready for an early start on the Monday Morning.

Southbound: 07.28 Monday - Friday;
08.13 Saturday; 17.05 Sunday
Northbound: 17.35 Monday - Friday;
17.35 Saturday; 18.05 Sunday

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.manaairport.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.

For further information visit www.harrogateweek.org.uk

Register for the Exhibition FREE at www.harrogateweek.org.uk



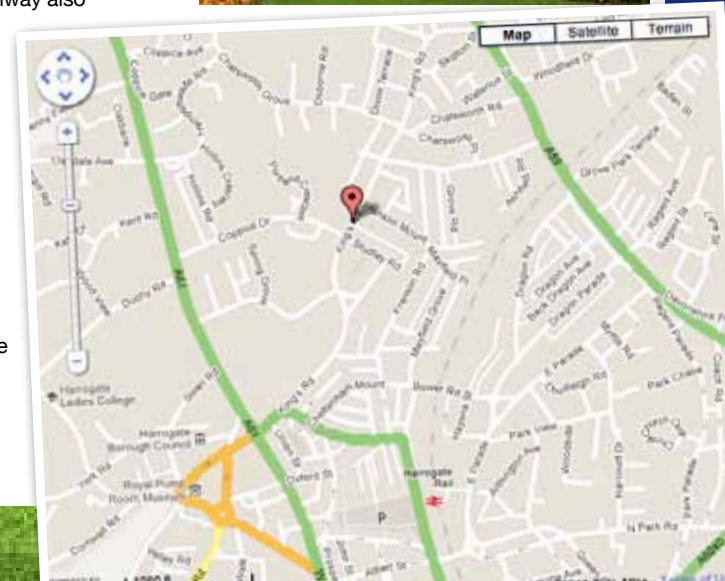
Accommodation

Reservation Highway is the officially appointed accommodation agent for Harrogate Week providing a centralised point of contact for all your accommodation and travel enquiries. By visiting the accommodation link shown on the Harrogate Week website you can gain instant access to all the accommodation specially negotiated 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 3 night specials, Advance Purchase and Early bird rates.

New and international visitors are invited to contact Reservation Highway on +44 (0) 1423 525577 to arrange co-ordinating flights, airport transfers and assistance with train journeys or car hire.

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



Further Information

Certificates of Attendance

Each delegate will receive a BIGGA Certificate of Attendance on successful completion of a workshop and you can also request a Certificate of Attendance for seminars. These can be used as evidence to claim BIGGA Continuing Professional Development credits and Master Greenkeeper Certificate credits.

CPD

BIGGA Continuing Professional Development 2011/12

Three -Day Workshop - 12 CPD Credits
Two-Day Workshop - 8 CPD Credits
One-Day Workshop - 4 CPD Credits
Turf Managers' Conference - 4 CPD Credits
Half-Day Workshop - 1.5 CPD Credits
One-Hour Seminar - 0.5 CPD Credits
Half-Hour Seminar - 0.25 CPD Credits

Sign the Register of Attendance or pick up CPD Registration Forms and CPD Credit Claim forms at 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 all workshops and seminars. 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.

Allied Association Education Credits

CMAE, GCMA, GCSAA, PGA, CGSA and AGCSA education credits may be awarded on successful completion of workshops or seminars.

BASIS and NRoSO Points

BASIS and NRoSO points may be awarded on successful completion of workshops or seminars.

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 Wednesday 11 January 2012.

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

INVOICES - A request for a credit invoice must be accompanied by a signed, official order. Invoices cannot be issued to overseas delegates. Payment is due 28 days from the invoice date or by 11 January 2012, whichever is earlier. No invoices will be issued after 23 December 2011. 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 23 December 2011 will be refunded in full, less a cancellation fee of £35. No refunds will be given for cancellations received after 22 December 2011.



David Harrison, early morning sun on the 9th green at Crieff GC



Photography by Adam Turner, St Michaels GC

BIGGA would like to acknowledge the support of the Gold and Silver Key Members of the Learning and Development Fund whose contribution during 2011 has enabled it to subsidise the Workshops on offer this year as well as maintain its policy of providing the Seminar Programme free of charge.

Corporate and Individual members during 2011 were:



Gold Key Individual Members: Steven Tierney; WJ Rogers; Andy Campbell MG, CGCS; Iain A Macleod; Frank Newberry; Andrew Turnbull; Ian MacMillan MG; Ian Morrison; Antony Calvert

Silver Key Individual Members: Ade Archer; Steve Dixon; Paul Jenkins; Richard McGlynn; Sam Langrick; Neil Whitaker; Graham Wylie, Michael Beaton, Douglas Duguid, Derek Grendowicz, Jaey Goodchild

Since the Fund's inception in 1992 BIGGA has been able to invest almost £1 million in greenkeeper training and education for which it would not otherwise have had the funding.

