Facility & Operations I By Noel Brusius, CSFM and Mike Trigg, CSFM



"WORKING FOR THE WEEKEND": managing a large soccer complex

fter a weekend of play the Waukegan (IL) Park District SportsPark soccer fields are in need of some rest. Most of the 13 natural turf fields play an average of 10 games each weekend beginning May 1 through October. The 138acre Waukegan SportsPark includes those 13 natural turf soccer fields, a championship synthetic turf soccer/football field, four softball fields, two concession facilities, nine restroom facilities, a maintenance building, picnic areas and a playground with water spray features. Maintaining a soccer complex to a high standard is a diverse and complex process, most of which goes unseen by the general public. From a turf manager's standpoint that is just

>>> The phrase "working for the weekend" is one of our mottos.

fine. Our goal is to provide the best playable, safe, and aesthetically pleasing athletic surfaces as possible.

The maintenance operations are under the direction of Certified Sports Field Manager, Noel Brusius. The SportsPark/ Athletic Field maintenance crew is responsible for all aspects of the site and not just the turf or fields itself. This can include trash control, cleaning restrooms, building maintenance and program assistance.

Outside of hosting tournaments, special events or make-ups, all soccer field use is typically scheduled on the weekends. This provides a Monday-Friday work schedule that allows both rest and regular maintenance in addition to aggressive cultural practices. The phrase "working for the weekend" is one of our mottos.

Monday's focus is on other areas of the complex, not the fields. Primarily trash clean up and restroom cleaning. With nine restroom buildings in use over the weekends, cleaning on Monday is a staff member's full day job. Areas outside the soccer

fields (what we call in-betweens) are mowed at 3 inches.

On **Tuesdays** the soccer fields are mowed in an east/west direction. The 30 acres of Kentucky bluegrass/perennial ryegrass fields for regular league play are mowed 2-3 times a week at 1¾ inches. This day is also our garbage/recycle day in which all the trash and recycling containers must be placed curbside for service.

Wednesdays are the day we maintain the 15 acres of common and landscape areas. This includes mowing, edging, and landscape detail including flower beds and/or tree rings. Wednesdays are also weekly meetings with the Recreation Department staff to review scheduled league games or upcoming tournament events. In a perfect world we would be able to paint all fields on Friday after being mowed.

In our case all painting gets done on **Thursdays**. This includes our regular soccer fields in addition to youth fields or any other layouts we have for a particular weekend, such as lacrosse or 3-on-3. Because we are limited on the number of fields, the youth fields are painted in red on top of full size fields in a perpendicular fashion to spread wear.

On **Fridays** all fields are prepped for use. Fields are first mowed (north/south) followed by goal placement with "No Play" signage in goal mouths. Also staff places player benches and recycling containers at each field. One vital aspect to our operations is our weekly overseeding practices to the goal mouth areas and any other high stress spots. 100% perennial rye is hand spread and left to be cleated in during play. This practice has proven to be crucial to maintaining adequate turf in the goal mouth areas. We learned quickly that if a soccer field is not in play, "Keep Off" signage must be placed on Fridays, otherwise the field becomes the weekend team warm-up practice site.

Play begins at 8:30 am on Saturday and wraps up around 6:00 pm on Sunday, when fields are closed and goals are put away. Illinois law mandates anchoring of soccer goals when in and out of use. Staff is assigned Saturdays and Sundays to monitor restroom building maintenance, trash cleanup and enforce field closures.

The opening of the SportsPark has greatly enhanced the district's capacity to expand adult and youth league play and attract a number of tournaments. In 2014, seven soccer, one Ultimate Frisbee, one cricket and one lacrosse tournament have been scheduled. We just completed back-to-back weekends of US Soccer Club tournaments in June. With weekend tournaments comes a myriad of additional items to add to the Monday through Friday task list.

CULTURAL PRACTICES

Cultural practices play an important role in our operations. We are constantly doing some type of aeration. The overwhelming challenge in maintaining adequate turfgrass on our fields is related to two very common issues that occur when a field is constructed using native soils: 1. the soil was aggressively compacted by the contractor in order to meet grading requirements and; 2. less than desirable native topsoil was used. Soil testing has shown our soil structure is low in organic matter and high in clay content.

The bottom line is that ongoing compaction and drainage issues have made it extremely difficult to grow grass. Also the past two winter seasons have taken their toll on turf conditions, estimating 15-20% of *Poa* and perennial ryegrass turf loss. Gypsum applications at 500 lbs/acre are used to help combat soil conditions by helping to improve soil structure, nutrient uptake, and root penetration.

Aer-way slicing is performed monthly in multiple directions; Seed-avating is done at a minimum of twice in the spring and fall totaling more than 5,000 lbs/seed/year; deep tine aerating is done as much as possible, on average 4 times/year; core aerification is done every fall.

Our aggressive aeration on all fields has become essential with field







use that begins in May and goes through October. If all fields are not needed on a particular weekend a rotation is set in place giving the needed fields as much rest as possible. Before each season begins we shorten the fields to provide goal mouth areas time to recover; when the first major event of the year takes place (generally June) we lengthen to optimum sizes.

Fertility plays an important role as well. Since the complex opened in 2011 the soccer fields receive an average of 5.5 lbs/N/1000 per year. Soil samples are collected twice a year and any tweaks to the schedule are made. Granular applications are made every 4 weeks using a 50% slow release nitrogen ranging from .5/N/1000 to .75/N/1000. We supplement these granular applications with a foliar application at .10/N/1000 (25% SRN). Before major events micronutrients and amino acids are applied to help with recovery and stress from the anticipated increased traffic. It also helps aesthetically before play.

Herbicides and other pesticides continue to get evaluated on a year by year basis. Landscape and common areas receive spring and fall applications for general weed control. The soccer fields tend to be more challenging as we are consistently overseeding. Additionally *Poa annua* control measures have been attempted. Imprelis, Tenacity, Prograss, and Xonerate have all been applied either as a weed or *Poa* control. The Sentinel Irrigation Central Control System, using three gateway field satellites and including 863 heads and 198 valves, is also part of maintenance responsibilities. ET rates are generated by an on-site weather station.

To enhance irrigation, improve drainage, and minimize localized dry spots, wetting agents are applied once a month for five applications

per year. There is also one synthetic field lined for football and soccer. Maintenance includes sweeping and grooming the field monthly.

Our complex has 15 acres of Native Plantings which are along the perimeter and between parking lots creating no-mow zones. A Rain Garden catches storm water from the maintenance facility and bioswales manage storm water runoff from the parking lots. Some contractual services are used to help properly maintain these natural areas. These services include invasive and weed control efforts. If time permits, staff is used to assist with contractual services to reduce overall costs.

Our success would not exist without the dedicated staff. Our 2014 staff includes full-time employee Tony Diaz and seasonal staff members: Miguel Gonzalez, Joe Ayala, Tomas Medina, Fernando Fernandez, Paul Fish, Jr., Rich Krapf, Billy Biang, and Scott Gordon. Also, interning this year is Drew Fleagle, Purdue University student in the Turf Science and Management program. These are the guys that make it happen, and having a staff that buys into the big picture of what you are working to accomplish is extremely important.

Trial and error are proving to be priceless as we have learned, and continue to learn, what it takes to maintain the SportsPark soccer complex and to achieve all goals above and beyond expectations. Our "working for the weekend" attitude assists us in accomplishing this.

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PROTECT YOUR OUTDOOR POWER EQUIPMENT WITH PROPER FUELING & SAFETY

Editor's note: This article was written by Suzanne E. Henry, President, Four Leaf Public Relations LLC, which works with the Outdoor Power Equipment Institute.





ports turf managers, coaches and athletic support organizations use outdoor power equipment regularly. You might use lawn mowers on

your fields, a string trimmer to keep vegetation in check, a chain saw to clear downed trees, a generator to power on-site electrical needs by the field, or a utility type vehicle (UTV) to haul debris and trash.

But did you know that the gas you put in your car or truck may no longer be safe for use in your outdoor power equipment or small engines?

If you said no, you are not alone. Nearly two-thirds (64%) of Americans say they assume that any gas sold at the gas station is safe for all of their cars, as well as boats, mowers, chain saws, snowmobiles, generators and other engine products, according to a survey by Harris Interactive with the Outdoor Power Equipment Institute (OPEI) in 2013.



Fuel containing greater than 10 percent ethanol can be harmful and cause damage to small engines.

In fact, it's illegal to use more than 10 percent ethanol gasoline blends in outdoor power equipment.

As higher ethanol blended fuels become more common in the marketplace, it is increasingly important for consumers to know what types of fuel can be used in outdoor power equipment. New fuel blends containing greater than ten percent ethanol—such as E15, E30 and E85—are becoming available at gas stations throughout the country and may be lower in price than other blends. Fuel containing greater than 10 percent ethanol can be harmful and cause damage to small engines. In fact, it's illegal to use more than 10 percent ethanol gasoline blends in outdoor power equipment.

To help educate consumers on proper fueling, OPEI, an international trade association representing 100 small engine, utility vehicle and outdoor power equipment manufacturers and suppliers, created the "Look Before You Pump" campaign to mitigate the risk of consumers inadvertently misfueling equipment investments.

Known by its emblematic prominent, red warning hand symbol indicating "OK" for 10 percent ethanol and "No" for mid-level ethanol blends (such as E15, E30, E85), the campaign is spreading nationwide and now appears in major retailer outlets and among independent equipment dealers.

Fueling your outdoor power equipment properly and maintaining it well can ensure your equipment is reliable and lasts longer. It's also important to use outdoor power equipment safely, so you and the people around you are not hurt. Here are some tips to help.

Drain gasoline from the tank and replace it before starting equipment that has been sitting for a while. Gasoline that is untreated and left sitting in a fuel tank for more than 30 days can deteriorate and destabilize. This can cause problems when you want to start or run your equipment. Before starting any equipment that has been sitting for a while, be sure to drain the old fuel from the tank. You may want to use a fuel stabilizer.

Turn off the fuel valve. After you are finished with using your equipment, switch the fuel valve off until it's time to use the equipment again.

Avoid using greater-than-10 percent ethanol gasoline blends in any outdoor power equipment or small engine. Never use greater-than-10 percent ethanol gasoline blends, which are now commonly available at gas stations throughout the country and may be lower in price than other blends. It is illegal to use higher-ethanol gasoline blends in outdoor power equipment or small engines. What's more, such fuels can be harmful and cause damage to small engines.

Exercise caution when fueling. Fill your gasoline tank only when the engine is cold. If you need to refuel before completing a job, turn off the machine and allow the engine to cool. Don't spill when you fill. Never light a match or smoke around gasoline.

Be careful when starting your engine. Move your chain saw or other outdoor power equipment at least 10 feet (3m) from the fueling point before starting the engine.

Store fuel properly. Store gasoline in a clean, sealed plastic container that's specifically intended and designed for fuel storage, and store it away from direct sunlight.

Use the right type of fuel for your equipment. When it's time to refuel your equipment, be aware of the type of gasoline it needs and look before you pump.

Read your outdoor power equipment operating manual. Make sure you know how to properly use and maintain your outdoor power equipment. If you have lost your manual, search online for a replacement (remember to check the model number) or request one from the manufacturer.

MAINTAINING YOUR EQUIPMENT

Read and understand your owner's manual. Your manual contains the manufacturer's instructions for taking care of your small engine, including fueling instructions. If you have lost your manual, look online to find a replacement (remember to match the manufacturer and model number to your equipment) or request a new manual from the manufacturer.

Inspect your equipment for any problems. Make sure belts and hoses are not loose. Check for loose bolts and screws on machines that experience a lot of vibration during use. Accumulations of grass, leaves or excessive grease can cause a fire hazard. Check the line regularly on your trimmer and have replacement line or a new spool ready when you need it. Check the O-rings and hose connections on your pressure washer before its first seasonal use.

Sharpen those blades. Start each cutting season with a new or newly-sharpened chain saw blade. For a clean look and to promote healthy grass, sharpen the blades on push and riding mowers prior to mowing season.

Keep the spark alive and the oil flowing. Change your spark plug regularly as directed by the product manufacturer. See your owner's manual for a recommendation. Check oil level before each use in all small engines. This simple step can save you a lot of money and distress.

Ensure air flow is happening. Clean or replace air filters in outdoor power equipment prior to first use and throughout the season as needed.

Don't be afraid to seek out the professional advice or the service of a qualified servicing dealer. Take your riding mower or tractor to an experienced servicing dealer every year for a safety and maintenance inspection. If your equipment is experiencing problems, take it to a dealer.



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THINK SAFETY FIRST

Be careful when starting your equipment. When operating a lawn mower, inspect the mower for loose belts or hoses before you start it. Be sure no one else is nearby as you prepare to start the mower. If you use a riding mower, start it while sitting in the driver's seat, never while standing beside the mower.

Know safety procedures for every piece of equipment you use. Know how to stop the machine quickly. Do not remove or disable guards or other safety devices. Always slow down when operating any mower on a slope or difficult curve.

Commonsense is key when using a chain saw. Never carry a running chain saw when it is not being used, and be sure your work area is clear of debris that could trip you. If you are cutting down a tree, plan a retreat route for when the tree falls. Be aware of "kickback," which can happen when the nose or tip of the guide bar touches an object, or when the wood you're cutting pinches the saw chain in the cut.

Give portable electric generators lots of ventilation. Generators should not be used in an enclosed area, even if the windows or doors are open. The muffler on a generator can get extremely hot, so any combustible materials (leaves, grass, brush, etc.) should be cleared away before operating. Generators produce carbon monoxide, an odorless, colorless and poisonous gas.

Think safety when using your edger or trimmer. Wear protec-

tive gear. Ensure that your work area is clear of any stones or debris that could fly up. Never put your hands or feet near the cutting area. Stop the motor when moving from location to location with your trimmer.

Drive UTVs and lawn mowers with care. Always mow up and down slopes, never across. Avoid sudden starts, stops or turns. When a vehicle is loaded, the center of gravity is higher, and so is the risk of overturning. To keep the vehicle stable and avoid overturning, drive slowly and do not turn the vehicle in mid-slope or while on a hill.

Be aware of others in your work area. Pay attention to other people who might venture into your work area. Turn off your power equipment if it is not safe. If needed, block off the area with temporary signage or rope.

Dress for the job. Wear the proper attire for the work you are doing, including substantial shoes (no sandals or flip-flops), long pants and snug-fitting clothes. Protective glasses, chaps, eye or hearing protection, reflective clothing, head gear or gloves may be needed when operating certain types of outdoor power equipment.

Taking precautions to ensure your outdoor power equipment is fueled, maintained properly, and used safely, will help to keep you safe and your equipment in good shape throughout all seasons. For more safety tips for outdoor power equipment visit *http://www.opei.org/education/safety/tips-/*



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TOURING THE NEW HOME OF USA FIELD HOCKEY

ome dads build their kid a treehouse or a fort in the backyard.

Former Auntie Anne's Pretzel giant Sam Beiler built his daughter the largest and most spectacularly diverse, sports, entertainment and events complex in North America—Spooky Nook Sports.

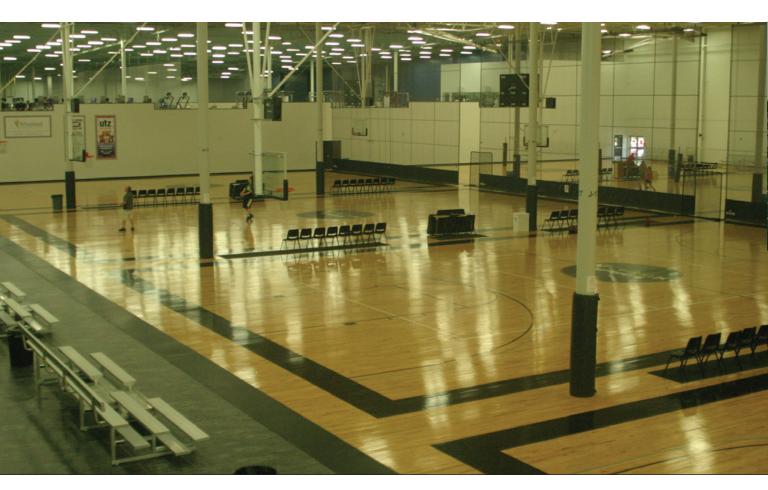
Beiler originally wanted to build a few volleyball courts as a nod to his daughter's competitive passion, but when big dreams meet big dollars, big things happen and Spooky Nook is, if nothing else, big.

▼ Some of the 60,000 square-feet of Connor Hardwood, the largest single expanse of Connor Hardwood in the world. The massive, 50-plus acre complex lies in the rural heart of Pennsylvania's Amish country in East Hempfield Twp., minutes from downtown Lancaster. Despite its middle-ofnowhere feel amid farmland, Spooky Nook now appears on the international sporting map as it is the new home for the US Women's Field Hockey program, formerly based in Southern California.

Moreover, the Nook is a veritable Ellis Island of amateur athletics welcoming sweat-soaked masses yearning to play from Pennsylvania and beyond. A July basketball tournament drew more than 350 teams. A national field hockey tournament in February drew 161 teams.

The air dome, the facility's signature landmark, resembles a giant bed pillow and is easily visible from the nearby highway. The Astroturf field beneath it must be watered regularly in order to comply with international field hockey safety standards.

Adjacent to the pillow is the sprawling, metal exterior of a massive, former distribution warehouse for Armstrong Flooring. The 700,000 square feet beneath that roof is where the Nook's legend is being forged.



For 10 years before its rebirth, that facility was a dank, dark and dirty, man-made home for raccoons, mice, and creatures that climbed, but the basic structure was sound. Beiler bought the property for \$11 million, raccoons and all.

"When we walked the property in November of 2011 we both had a vision for what it could be," said Steve Goris, Spooky Nooks Chief Operating Officer. "We literally sat down with a piece of graph paper and cut out all these little courts in different sizes and kind of laid out where things could line up...we handed that to some architects."

Before the first mouse had been evicted, Goris' calculator began whirring. "We wanted to figure out ways we could program so that we could get a return on investment," he said. "We didn't take a 'build it and they will come' attitude," Goris said. "We did a lot of research. When you're investing your money you need to diversify your portfolio. Well this business is kind of the same."

On June 3, 2013, just 8 months after renovation work began on the \$25 million project, Spooky Nook opened its doors.

Now, the only creatures climbing inside arrive in cars, wear athletic gear, and pay to scale the 30-foot-high walls, synthetic rock arches, and other challenging features in the facility's climbing center.

A separate "Clip N'Climb" area, the first of its kind in the United States, invites all levels of climber, young and old, to ascend walls and towers knobby protrusions.

Just inside the entrance is a food court with smoothies and other

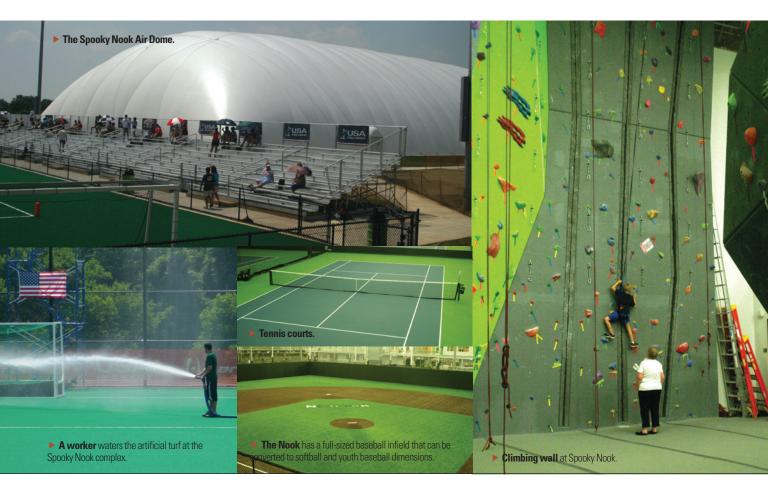
healthy foods, and an arcade whose primary function is to occupy the bored siblings of competing athletes or even competitors who are in between games.

A 100,000 square foot, elevated mezzanine concourse overlooks all of the indoor courts and fields. It also houses the general membership gymnasium as well as a special training area for competitive amateur and pro athletes. All the gym floors were installed by Ecore Commercial Flooring of Lancaster.

The 10 NBA-quality, Connor Sports hardwood courts total 60,000 square-feet, the largest single concentration of Connor Hardwood anywhere on the planet according to Spooky Nook's Director of Business Development, Patrick Grant.

There are 28,000 square feet of modular Connor Sport Court distinguished by its blue color and used for multiple sports including basketball, volleyball, field hockey, and Futsal, a popular indoor, 5-on-5 version of soccer. There are six premium quality tennis courts. "We needed it to be able to do multiple sports. If you have a basketball game you need to be able to dribble on it and at the same time it needs to be able to take the pounding that indoor field hockey puts on it with sticks striking on it all the time. You can't really do that on hardwood," Goris said.

There are three 60-by-120 foot enclosed Astroturf fields as well as a full-sized, adult baseball infield that can be altered in size to accommodate softball and youth baseball. There are 13 baseball/softball batting



and pitching tunnels with nets that can be raised to the ceiling. That corner of the building is popular with local colleges and high schools looking for winter workouts.

Jumping, running and sweating is not a prerequisite of facility use. There are more than 100,000 square feet of exhibit space, and smaller meeting rooms, for everything from birthday parties and banquets to reunions, conventions, proms and holiday parties.

Orthopedic Associates of Lancaster, a partner in the facility, has offices near the front of the building. It offers on-site physical therapy offices and sports injury urgent care for Nook participants.

The other half of the giant former warehouse is known as the field house. It is home to 110,000 square feet of flooring divided into two, 55,000 square-foot sections. The area can accommodate 10 full-sized indoor field hockey pitches, 30 volleyball courts, or 16 basketball courts. A 15-worker conversion crew is responsible for rolling out the Astroturf, or taking it off depending on the event being held.

Behind the facility is a full-sized, multi-use synthetic turf field. Water cannons and hoses keep the turf to international specifications. Nearly all of the water used is collected from rainfall via a complex system of rain gutters on the facility's 14-acre roof. One inch of rain yields a half million gallons of water which is stored in holding tanks.

The turf under the air dome is a water-based synthetic over a rubberized form of asphalt, a design that helps the field retain moisture. There are two fields like it in the world, the other being Manheim, Germany, according to Grant.

Sensors detect moisture, temperature and wind speed. Two giant, tractor-trailer sized air rotations units process that information and maintain perfect conditions.

Three brand new, sand volleyball courts, covered with special volleyball sand, were recently completed. In typical Spooky Nook fashion, the courts can be converted for use in sand soccer, sand field hockey, and sand training for sports performance.

The only major hiccup in the for the Nook was a transportation and parking nightmare that occurred in late February when a 3-day national field hockey tournament and a 2-day state volleyball tournament overlapped. "It was all part of the learning curve," Grant said. "We felt like we've actually improved since then. We've expanded some of our lots, added additional parking, added additional staff, and we feel like it's behind us."

There's more growth on the horizon. The Nook will open a 132room hotel in the spring of 2015, Goris said.

"We want it to feel like you are getting away from maybe from the sports environment to a place where you can kind of "Zen out" a little bit."

Jeff McGaw is a free lance writer in Harrisburg, PA.



USING BODY LANGUAGE TO ASSIST YOUR WORK

ouldn't it be great if you could read your co-workers intentions? Wouldn't it be neat to know in advance if the next person approaching you is hostile? How would you like to know if people are interested

in what you have to say? Wouldn't you like to know the next time someone may be deceiving you?

Reading body language is a skill. Like any other skill in life to get good at, it requires practice. With practice you too can get good at reading body language, which can offer a multitude of advantages at work, at home, and elsewhere.

It has been well established by researchers that those who can effectively read and interpret nonverbal communication, and manage how others perceive it, will enjoy greater success in life than individuals who lack this skill.

Body Area	Tells	What It Means	How It Can Help You
Upper Torso	Leaning away	Disagreement	If you're in a meeting and introduce a new concept, and people lean back – you now know what they think of your new idea.
Hands	Wringing hands (like washing your hands without water)	Nervousness, anxious, stressed	When a co-work or client hand wrings, it would be time to back off and allow the stress to dissipate.
Face	Tight lips	Hesitancy and secrecy	Tight lips suggest these people have more information to share, but are simply unwilling to share.
Feet	Direction of feet	Intentions	Where the feet point show the true intentions of the person, i.e., towards a door (wants to leave), towards a person (wants to connect with that person), etc.
Legs/Feet	Bouncing feet	Happy, confident	With a person in a sitting position and their leg crossed and the foot bouncing up and down indicates that person is feeling good about what they are hearing and seeing.

HOW IS READING BODY LANGUAGE DEFINED?

It is a means of transmitting information, just like the spoken word except that it is achieved through facial expressions, gestures, touch, physical movements, posture, embellishments (clothes, hairstyles, tattoos, etc.), and even the tone and volume of one's voice. It does require that one be observant to detect "tells" (clues that our bodies give off). Consequently, it is inadequate to simply see the tell, but one must also understand what the tell means for any advantage in using the tell. Consider this: the human body is capable of giving off thousands of tells. Which ones are most important and how do we decode them?

The best place to start is to get baseline information about the person. Base lining in this context is defined as "observing a person's behavior when he or she is under normal, non-threatening circumstances." In other words, how does this person look, act and

> sound under normal conditions. This is valuable information because when people go off their baseline, there are usually reasons for this and we can usually figure out those reasons. To accomplish base lining simply observe and make mental note of what you observe. This may happen at social functions, meeting in stores, or at the workplace. Take note how they normally stand or sit, facial expressions, hand gestures, where their eyes look when asked a question, where their eyes look when answering a question, eye blink rate, how they sound when speaking, speaking tone, words per minute, speaking cadence, etc. Any and all information you can establish as baseline for that person.

WHERE TO LOOK FOR TRUTH IN BODY LANGUAGE?

All parts of the body give off information. Consequently, all parts of the body should be examined for tells and what they mean. As a beginning point, most body language experts would start with what's called the limbic system. The limbic system is something we all have in our brains, and it consists of numerous parts. What is significant is not where the limbic system is located or the parts names, but rather what the limbic system does. In the non-verbal world, the limbic system is

referred to as the honest brain. Consequently, it gives off a true response to information in the immediate environment. It reacts instantaneously, in real time, and without thought. Thus, it is the "honest" part of the brain. The rest of the brain is the non-honest parts of the brain. Those parts deceive and deceive often. An example of the limbic system would be if you are scared of snakes or spiders and you discover one 2 feet from you. The moment you see the snake or spider you will react (jump, scream, run, yell, etc.). This would be a limbic reaction (instantaneous, in real time, and without thought). These reactions are valuable as they are authentic. That is, they are an honest reveal of that person in that situation. There would be no deception involved as they don't have time to think about their reaction. It is only when we have time to think about our responses that we many times couch our response to "fit" the person/situation.

In my body language training, I examine multiple tells and their meaning in the western culture. The following table will give you a good starting point:

DETECTING LYING & DECEPTION

This may sound strange coming from a body language expert, but determining if a person is lying or being deceptive through body language is inadequate. Don't get me wrong; we can get some wonderful tips and clues through body language but to detect lying and deception a couple other features are required. In my training on detecting lying and deception, I refer to the features as a threepronged approach. One is body language, another is the science of lying, and lastly is what I call content and structure. When all three parts are working in concert, you now have the best chance of detecting lying and deception.

Body language we have already touched on. The science of lying is a body of knowledge that researchers have captured and documented on; why people lie, the types of lies they tells, the frequency of lying, the type of damage done by lying, and the mental gymnastics that liars go through, etc.

The content and structure part relies on a person responding to questions you have asked. What comes out of their mouths is content and the way they structure the content is very important. Example: when I was a high school principal in Wisconsin a rock was thrown through a window. Two teens were sent to me, each one accusing the other of being the rock thrower. After a couple minutes of asking certain questions, watching their reactions, and listening to their content and structure, I knew who the rock thrower was.

A more high profile example of this would be Susan Smith, the South Carolina woman who in 1994 drove her car into a lake and killed her children. She had told the police her vehicle was abducted by a single African American man at a stop light. When she addressed the media she would plead, "Oh I need my babies back!" But never once was there a tear. As she spoke she said, "I just can't stress it enough that we just got to get them back home. Where ... that's just where they belong, with their mamma and daddy." Notice in her content and structure, she never referred to her children in the present tense. She referred to her children as "them." Her estranged husband on the other hand got up to the microphone and referred to the children in the present tense and called them by name.

There is a strong human emotion that takes over when you lose a family member. It's called hope. You never give up hope until you know different. Susan knew different and it played out with her content and structure.

Research indicates that up to 93% of all face-to-face communication is non-verbal, yet very few are trained to observe "tells" and know what they mean when they spot them. As a professional that interfaces with humans, it would behoove you to address this much needed skill for the highest level success in the workplace.

Jerry Balistreri, B.S., M.S., M.Ed., ASTD Certified Trainer is a retired CTE educator and administrator. Jerry offers training on how to read body language and can be contacted at balis@acsalaska.net.



FIELD CONTRACTOR "BUILDS" THEIR COMMUNITY



▲ **Ted Mercer**, left, and his son, Troy, built and maintain a public ballfield in their hometown of Troy, OH with their own time and money. ormer Mercer Group, Inc., a regional athletic field contractor based in Troy, OH specializes in athletic field construction, renovation and maintenance of all types of athletic fields. Their clients consist of college, high school

and parks and recreation sports fields.

Ted Mercer, owner of Mercer Group and a native of Troy, used to frequently drive by a park owned by the City of Troy located close to his office and warehouse. This site was the town dump in the 1950's and 1960's. Mercer couldn't help notice the dilapidated baseball backstop and the dirt field grown over with weeds. One day Mercer knew something had to be done.

So Mercer and his son, Troy, and a staff consisting of four went into action. Mercer approached Troy city officials in the fall of 2012 and asked permission to construct a youth baseball field. In return for Mercer Group installing and maintaining the field, the City of Troy would allow the field to be called "Mercer Group Field." The city park board agreed, and thus the construction of the new field. All Mercer asked for was that the field be open to anyone who would want to use it.

"We wanted to give back and the city was tremendous in allowing us to do this," Mercer says.

Mercer's labor of love certainly didn't come easy. The journey toward a new field began in March 2013 with the leveling of the playing field. Parts of the field had to be raised more than 3 feet to provide a flat playing surface, which meant Mercer Group had to bring in more than 7,000 tons of dirt. One month later the dirt was graded and laser leveled to prepare for the topsoil over-lay. About 880 tons of topsoil was brought in. In late-summer 2012, the outfield was graded and seeded and the foul poles were installed. Over the winter, the outfield fence and backstop were installed. The outfield fence measures a uniform 225 feet from home plate, the exact same dimensions used at the Little League World Series' Lamade Stadium in Williamsport, PA.

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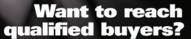
Around the same time Mercer Group Field was taking shape earlier this spring, the Cincinnati Reds were getting a new profile installed in their infield at the Great American Ballpark. Mercer, who knows Red's groundskeeper Doug Gallant and his assistant, Chad Lavender, asked if they could have a few truckloads of the Reds' old topdressing. Two loads of the infield mix were brought straight from Great American Ballpark to put atop Mercer Group Field.

Once completed Mercer Group has continued to do the maintenance of the field including, but not limited to, mowing, infield screening and lining, fertilization of turf, as well as general ball field maintenance. Mercer Group donated all the construction and the maintenance costs of the field. All improvements were paid for by the Mercer Group and donated to the City of Troy.

The ball field is designed for 12U and under baseball and all ages of women's softball. The field is used by the general public. Mercer Group has plans each year to make improvements to the field. It is truly a public/private partnership with Mercer Group and the government entity of the City of Troy Park Board.

"As city budgets get tighter and tighter, we believe you will see more projects like this in cities across the country," Mercer says. "It is truly heart-warming to see a park area once used very little, to now see kids, both boys and girls, playing baseball and softball. I could not be prouder of our company for giving back to our community."





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