

THE EXTRA POINT

BY JERRY ROBERTS



46 Does a Paycheck Buy Loyalty?

When it comes to compensating employees, what do you think a paycheck buys you? Is it their time and talent, or should it be more than that? I'm Jerry Roberts, and this could get interesting as we dig into this question, next on The Extra Point.

Okay, you're my employer. You offered a job and I took it. You asked me to do certain things for a certain amount of money every year, which I agreed to. I live up to my end of the bargain and every two weeks you give me a paycheck.

So should you expect anything more than my time and effort to do a good job? Does that paycheck buy loyalty?

I've asked this question in training sessions for over 15 years and I can tell you the results are always mixed.

Many workers feel that since the employer hired them, pays them, and doesn't outwardly abuse them, they deserve their loyalty.

Others disagree. They say work is simply a transaction. Do this, get that. Done. Over. Nothing further to discuss.

Still others, they're not sure how they feel.

So what kind of loyalty are we looking for?

I've seen someone come off of vacation to pick up for their fill-in who became ill. I've seen people mentor young workers in their off hours. I've seen a few dip into their own pocket to buy parts and supplies when the company had financial troubles, knowing full well they might not be reimbursed.

A couple of times I've also witnessed a star worker leave a company, giving two or three

month's notice, providing the employer with ample time to find a replacement. Once, when the company's efforts to fill the position failed, the worker went out and solicited friends until she came up with one who got the job.

These efforts are made because of their loyalty to who? The company? No, to the people who work there — their coworkers... almost certainly including the boss.

They made an investment of much more than time while there. They invested their ideas, their heart and soul. They saw it not as a job, but as being part of something larger than self.

How do you get that kind of loyalty? You can't buy it with a paycheck. You earn it. You earn it in the way you treat someone. By making them feel special. The little encouragements, getting to know them personally, tailoring your supervisory style to better suit each person, enhancing productivity and basically...just letting them love working there.

If you're a manager, when you get to the office today, spend a few minutes glancing at the members of your team. Ask yourself if you've recently made each one of them feel special.

Then, use a chunk of your time every day to earn some of that loyalty. It will come back to you.

That's The Extra Point. Get out there and make something good happen today. For 93.3, I'm Jerry Roberts.

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