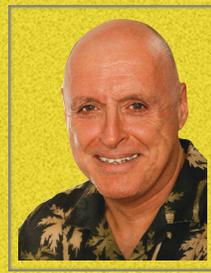


THE EXTRA POINT

BY JERRY ROBERTS



16 PS (Problem Solver) I Love You

How George went from entry level in his company to star status. I'm Jerry Roberts and that's right now on The Extra Point.

I was living in an apartment complex in California in the 1990s when I met one of the neighbors, a guy named George. He worked in the shipping department for a parts manufacturer. He said it was monotonous work and a dead end job. He basically looked turned off.

The next time I saw George it was at a tenant gathering and it was a totally different story. He said work was going great. So I asked what had changed.

George said he arrived one morning at the same time the owner rolled in, looking worried and carrying on an intense conversation on his phone about something to do with computers.

Their eyes met and the owner said, "You wouldn't happen to be a tech, would you? We've got a big problem and our computer guy can't figure it out, and our vendor can't either."

George told him "no" but he did know a guy named Bruce who built computers and was an absolute genius.

At five PM George is called to the owner's office and he's asked to call Bruce, that everybody else was out of answers. George warned the boss that Bruce wasn't exactly the corporate type. The boss nodded, "No sweat, just get him here."

Bruce showed up two hours later, looking like Grizzly Adams on a bad hair day, mismatched clothes, and in definite need of a shower. The boss suddenly looked nervous.

Long story short, by midnight George's assessment of Bruce proved true. He had hacked into the system and the company's database program, rewritten the code for both, and everything was working smoothly. The boss was ecstatic.

Two weeks later a key machine went down on a Friday afternoon and a big product run was scheduled for Monday morning. No repair man was available. George volunteered to try to find a technician and got the boss to agree that he could spend some company money if it was necessary in finding one.

George finally located his man in Phoenix on Saturday night, got him on a plane, put him up in a hotel, and on Sunday the man fixed the machine and all was ready for the Monday jobs.

The boss didn't need to see any more. He offered George a position in his office, essentially as a troubleshooter, with a bump in pay. George gleefully accepted the job.

Look, CEOs and business owners love problem solvers.

Take on projects at work that nobody else wants. Volunteer when others decline to step forward. Show your employer that you have what it takes to work through challenges, that you can solve problems, that you're a "go-to" person. It's a great reputation to have.

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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