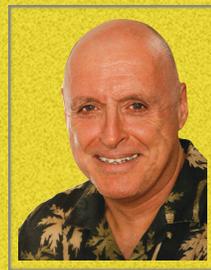


# THE EXTRA POINT

BY JERRY ROBERTS



## # 83 When I Say the Word “Boss”...

I hear it all the time, my boss is this or my boss is that. People complaining about their managers. I’m Jerry Roberts and today, let’s find out why this is...right now, on The Extra Point.

If I said the word “boss,” what would the number one response be? I’m guessing “bad” would be the winner. We all have bad boss stories and I’ve told a couple right here on the Ray Gibson Show. But do we exaggerate the situation? Are the majority of managers actually what we say they are?

The globally-renowned Gallup Organization apparently thinks so. Three years ago they published a survey that said 90 percent of managers aren’t fit for the job. Further, Gallup pinned the outrageously low employee engagement rate — about 30% engaged — on those managers. Well, that’s pretty heavy stuff. So let’s dig in and see what we find.

Gallup has been doing management and engagement surveys for a long time and I’ve been following them for years. The numbers change a few points here and there but, for the most part, they are disappointingly consistent. For every 10 workers you have, Gallup would say seven aren’t really excited to be there and aren’t producing at a high level.

A good manager motivates employees, stresses fairness and accountability, respects everyone, helps workers to develop their skills, builds trust, and is approachable. Does that sound reasonable to you?

Questions. If you’re a frontline worker do you have a boss who reflects most or all of that? If you’re a manager — and I’m referring to all level of management — do you bring those qualities to the job every day? Again, you motivate your team, stress fairness and accountability, show respect to everyone, help

workers develop their skills and prepare for advancement, build trust, and you’re approachable. Yes to all, or are you short in any of those? When your workers are looking at you, what are they seeing?

One more question. If you’re a manager, how did you qualify for your position? Gallup asked that in their survey and most respondents answered that they got hired because of success in a previous non-managerial job, or length of service with the employer.

They got the manager’s job because they produced more widgets than the other widget makers, or they’d been around a long time. In Guam, almost all managers got their job that way. In addition, relatively few have ever had any formal supervisory training. And when you don’t have that training what do you do? You make it up as you go and do the best you can.

As it goes, this usually isn’t good for the managers and not good for frontline workers, either. Seeds of discontent get planted, and grow.

You want the cure? Employers need to develop a highly aggressive training program for their managers, at all levels. It should be continuous and it must be measured. It’s not rocket science. You can do it. The alternative is that 30% engagement rate, or worse, that will never get much better. If you want to make it better, then change your approach.

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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