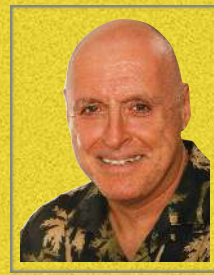


# THE EXTRA POINT

BY JERRY ROBERTS



## # 133 Qualities of Remarkably Loyal Employees

I have to admit, I'm quite often attracted to articles and posts that have titles like "7 Strategies to Recapture Your Lost Youth"...and "21 Proven Methods to Have Clients Hire You Three Times More Often"...and my all-time favorite, "5 Secret, Totally Sure Ways to Grow Hair Like a Gorilla." I'm Jerry Roberts and now that you know this, you'll understand why I was excited when I read, "5 Qualities of Remarkably Loyal Employees. Let's get to the details, now, on The Extra Point.

It was in Inc Magazine from a fellow named Jeff Haden, who said right off the bat, "Loyalty has absolutely nothing to do with length of employment." That's interesting because many people would think those who have been with us the longest, would be the most loyal.

Haden believes that familiarity can bring problems. People who have been with you for, say, 20 years, might occasionally be critical of you in front of others, presumably because they feel they have the license to do so.

He likes the employee who's been there for just months, and who embraces your vision and then works his/her tail off every day to help the company get there.

Here are Haden's five qualities of remarkably loyal employees:

1. They treat you like a person. Many workers see the boss as just a boss, not someone with hopes, dreams, unique talents, a background of ups and downs, a complete human being.
2. They tell you what you need to hear but may not want to hear. In other words, if there are inconvenient truths you need to know about because that helps you do what's best for the company and your workers, they'll make sure you do.

3. They never take part in boss bashing. They may not always agree with you but when the choir of discontent starts singing about your sins as a manager, remarkably loyal workers don't join in. If they talk behind your back, it's positive.

4. They support your decisions. Debate and disagreement is healthy. Every effective leader wants to hear what his or her team thinks. Then, once a decision is made, even if they don't agree with it, remarkably loyal employees don't just go through the motions. They do everything they can to help bring success.

5. They soften the blow when they need to leave. Remarkably loyal employees are those you never want to see walk out the door but because it's often for an opportunity you simply can't match, or for personal reasons, you understand the need for them to go. The truly remarkable and loyal workers do everything they can to ensure the hole they create by leaving is filled, so the organization doesn't skip a beat.

They give you as much lead time as possible. They often recruit talent to fill the position, reaching people in a way that no employment ad ever will. Then they train the replacement and get them up to speed before they depart. It's an ultimate example of a remarkably loyal employee.

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

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