

THE EXTRA POINT

BY JERRY ROBERTS



174 Building a Tribe of “Go-To” People

Have you got a “go-to” worker? You know, a special one who regularly gets results and, if you need a job done and done right the first time, you know exactly who on your staff is the person to call on? I’m Jerry Roberts and today, how to build your very own “go-to” person, on The Extra Point.

Every supervisor and manager would love to have a whole team of “go-to” people. These are the workers who can be relied upon to get things done.

You just tell them what you need to get done and that’s all, they deliver the goods.

Maybe you’ve got people like that on your team and they’ve made your working life much easier.

Or, maybe you’re still trying to identify your first “go-to” staffer, and you need help. If so, perk your ears up because we’ve got what you need.

What I’m about to tell you is a segment from our popular supervisory course, The New Boss, which has helped a lot of people deal with issues just like this.

It’s a four-step plan and it’s pretty foolproof in letting you know where someone is in the whole “go-to” conversation. Are you ready?

If you’re totally unfamiliar with the employee and his/her work ethic, and ability to deliver results, start off with step one, which is a job that is an absolute slam dunk. I mean, there is no way they can get it wrong. Tell them what you want done, tell them when it’s due, and pretty much tell them how to handle it. They don’t get much input into the job or how to do it.

This is more or less an exercise to see if they can handle basic instructions.

When they finish you congratulate them, letting them know you appreciate their effort.

Then, assign them another job, this time with a higher degree of difficulty. You still give the instructions for the assignment and govern the process, but this time the worker is given a small degree of authority and flexibility in deciding how the job is done.

When successfully completed, again you offer your congratulations. Then you look to raise the stakes a little higher the next time.

Step three is where your worker is given the assignment along with basic guidelines and a due date/time, but is allowed more input on how to handle the job. When it’s completed I recommend any recognition to be in front of team members, if possible.

It may also be advantageous for the worker to sit down with you and verbally walk through the project, explaining their thought process.

Finally, step four. This is where you assign the task, give your worker the due date — and that’s it. They are on their own. Other than the normal guidelines of staying within the law and not getting us in trouble, how you do the job is up to you. Deliver it right, on time, and on budget. When the job comes back finished, you can do more celebrating — and maybe the biggest celebration will be yours, knowing that you have a brand new “go-to” person.

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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