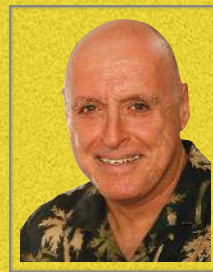


THE EXTRA POINT

BY JERRY ROBERTS



230 Change Series: Clock Issues and Taking Credit

This week we're looking at behaviors that can get us on the wrong side of the boss, and often others where we work. I'm Jerry Roberts and today we look at folks who hog the credit when good things happen, and others who milk the clock. That's next on The Extra Point.

Competition at work is natural. We want to be in the favor of our boss, and considered a solid contributor by our coworkers. Healthy competition is okay, and is what almost all organizations seek.

That said, problems can crop up when an individual, sometimes a group, decides that their interests are more important than those of the whole. This might result in refusal to do certain tasks, or holding back information from others. It also shows itself in pursuit of the glory, the credit that gets passed around when there's a win to celebrate.

It's often said that everybody wants in on the party when credit is available, but failure is an orphan. The same people who are so eager to get the attaboys and attagirls are sometimes strangely absent when things don't go so well and it's time for folks to stand up and be accountable. Are you visible under both of those scenarios?

Nobody likes having their name attached to a loss, but there is credit of another sort when you do stand tall in the face of adversity and take responsibility. You get leadership and integrity points. So many people shrink from scrutiny over mistakes. In my experience that's not what your boss is looking for.

A manager is generally not preoccupied with screaming and blaming, or shouldn't be; and much more interested in how do we fix things and get back on track. That's your opportunity to step forward. "You know, I could have done better on this project. I'm going to dig in, figure out what needs to happen, eliminate the

mistakes and come back with a plan to make this work." In short, if you're an employer, that's as good as it gets. If I hear that, I'm saying, "Thank God, somebody gets it."

I know there are glory seekers in the workplace and I'll live with that, so long as there's a balance. Don't run away when times get tough.

Another behavior is nibbling away at the clock. In places where people don't time in and out, there's a possibility for workers to bend the rules and steal a few minutes here and there. If work starts at 8am and you hit the door at 8:05 or 8:10 once in a while, that may not be noticed or fretted over.

However, serious clock milkers often take it to extremes and it becomes a regular occurrence. Arriving late isn't occasional. Turning a 15-minute break into 20 or 25 minutes is also on the menu, as is taking a one-hour job and making it stretch all morning or afternoon.

What clock milkers often fail to realize is that most of the resentment for this time theft doesn't come from their boss...it comes from their coworkers. They're likely thinking a couple of things. One, "Hey, I abide by the rules and you should, too"...and the other is, "Why isn't the boss doing anything about it?" Respecting time is another way respecting other members of the team.

Tomorrow, as we continue this series, where the boss's responsibilities end and ours begin.

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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