

# THE EXTRA POINT

BY JERRY ROBERTS



## # 231 Change Series: Responsibility for Performance

When it comes to the performance of the team, let's talk about the roles of the manager, as well as each team member. I'm Jerry Roberts and that's next, on The Extra Point.

So what is a manager responsible for? Let's toss out some key factors that we want to cover.

- A manager take the vision of the leader and his/her department's section of the plan that follows, and creates actionable steps to deliver the results needed.
- He/she makes sure each team member knows exactly what is expected of them.
- They do their best to provide whatever tools and resources are needed for each person to do their job. They fight to clear any and all obstacles out of the path of each worker, to ensure they have the best chance to succeed.
- The manager monitors progress and lends support where needed. They provide good, solid and fair feedback. Workers know where they stand at all times.
- It's the manager who is responsible to set the tone for the department. Is it going to be upbeat and positive, or gloomy and negative?
- We all want a safe, respectful workplace we can call home, and where people feel free to contribute and to push the envelope, even if sometimes they fail. Who makes sure we have that? That's right, the manager.

And there's something else the manager does. He/she develops influence in the organization, so that if resources are limited, their team gets its share. This manager also protects and insulates the team from company politics that can drag it down.

- This manager has our back. If results aren't met and the accountability for that has to be

accepted, the manager steps up and shields the team, taking responsibility. Yet, when the team comes through and scores big, he/she takes a step backward and lets the glow of success and achievement shine on the members of the team.

- The manager also gets to know each team member well, and understands their personal career goals and aspirations, helping each to pursue them — even if key people leaving the team means their job just got a little tougher.

Now that's a lot and I know there's more, but here's what a manager isn't responsible for. They're not responsible for my work ethic. In addition, they're not responsible to see that I take care of myself...eating right, staying physically fit, and sleeping enough so that when I get to work each day I'm ready to deliver my best possible performance.

They're not responsible to make me aware of how other members of the team are doing, and to help them if I can.

They're not responsible for my attitude toward other workers, and if I decide to play nice.

They're not responsible to see that if I have a manager who leads in such a fashion as described, or at least gives it his/her best effort to do the right things, that I do everything in my power to be the best follower I can be. Work is a team game and it's played best when everybody shares in the responsibilities.

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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